Chapter 3. Models 40, 50, and 70 Hardware

This chapter provides information about the Models 40, 50, and 70 hardware. The Model 40 is a nonredundant, single-node system; the Model 50 is a redundant, single-node system; the Model 70 is a redundant, multinode system.

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3.1 Models 40, 50, and 70 Hardware Map Configuration

The Model 40, 50, and 70 systems have the following types of hardware shelves:

- Central processing unit (CPU) (processor-related hardware)
- Time-division multiplexing (TDM)
  - CNFG
  - UNIV 18 filter panel (for upgrade systems)
  - UNIV1 23 filter panel
- Internode link (INL) (Model 70 only)

Shelf 2 is the CPU shelf. The remaining shelves can be configured as either CNFG or UNIV1. A CNFG shelf is a TDM shelf with configurable motherboards. A UNIV1 shelf is a TDM shelf with the universal motherboard. It is not possible to configure cards in slot 5 on any shelf.

Table 3-1 lists the hardware that you can use with Model 40, 50, and 70 systems, shelf allocations, and district types. This table will assist you in configuring the MAP screen (shown in Figure 3-1 on page 3-8).

Table 3-1 (Page 1 of 2). Models 40, 50, and 70 Hardware, Shelf Allocations, and District Types

Hardware	Shelf	District Type	Card Mnemonic
Advanced diagnostics card	CNFG, UNIV, or UNIV1	ADC, CRELEC, MUNI, or UNI	ADC
Analog telephone interface (8-channel)	CNFG, UNIV, or UNIV1	ATI, MUNI, or UNI	ATI
Attendant console controller (1-channel)	CNFG, UNIV, or UNIV1	MUNI or UNI	ACC
Central office trunk (8-channel)	CNFG or UNIV1	MUNI or UNI	COT
CODEC card	CNFG	DIR, KTI, OPS, or 8CHMW	CODEC
Conference bridge	CNFG, UNIV, or UNIV1	CONF, CRELEC, MUNI, or UNI	CONF
Control packet network interface	CPU	CPNI	CPNI
Control packet network junction	CNFG	CPNJ	CPNJ
Data frontend II	CNFG, UNIV, or UNIV1	CRELEC, DFEII, MUNI, or UNI	DFEII
Direct inward dial trunk (8-channel) (with CODEC)	CNFG	UTC	DID
Direct inward dial trunk (8-channel)	CNFG or UNIV1	MUNI or UNI	DID8
Direct trunk	CNFG	DIR	DIR
Diskette assembly	CPU	FDISK	FDISK
Dual-tone receiver	CNFG, UNIV, or UNIV1	CRELEC, DIGTRK, DTR, MUNI, or UNI	DTR
Expander III	CNFG, UNIV, or UNIV1	EXP	EXP
Expander IIIE	CNFG, UNIV, or UNIV1	EXP	EXP
Hard disk assembly	CPU	HDISK	HDISK
ISDN primary digital network (IPDN)	CNFG, UNIV, or UNIV1[2]	CRELEC, DIGTRK, MUNI, PRI, or UNI	IPDN
Local shelf monitor	CNFG, UNIV, or UNIV1	LSM	LSM
Master clock synchronization module	CNFG, UNIV, or UNIV1	MCSM	MCSM
Message waiting (8-channel) (with CODEC)	CNFG	8CHMW	MW

Table 3-1 (Page 2 of 2). Models 40, 50, and 70 Hardware, Shelf Allocations, and District Types

Hardware	Shelf	District Type	Card Mnemonic
Message waiting (8-channel)	CNFG or UNIV1	MUNI or UNI	MW8
Off-premises station (8-channel) (with CODEC)	CNFG	OPS or 8CHMW	OPS
Off-premises station (8-channel)	CNFG or UNIV1	MUNI or UNI	OPS8
Outbound dialer interface[3]	CNFG, UNIV, or UNIV1	MUNI or UNI	ACC
Peripheral device controller	CPU	PDC	PDC
ROLM private digital network (RPDN)	CNFG	RPDN	RPDN
ROLMbridge 5250	CNFG	RB5250	RB5250
ROLMlink interface (16-channel)	CNFG or UNIV1	MUNI, RLI, or UNI	RLI
Rotary register	CNFG, UNIV, or UNIV1	CRELEC, MUNI, ROTR, or UNI	ROTR
Rotary sender	CNFG, UNIV, or UNIV1	CRELEC, MUNI, ROTS, or UNI	ROTS
Slave clock synchronization module	CNFG or UNIV1	SLCSM	SLCSM
System monitor I/O card	CPU	SMIOC	SMIOC
T1 digital network (T1DN) card (24-channel)	CNFG or UNIV1	DIGTRK, MUNI, or UNI	T1
TDM controller card	CPU	TC	TC
TDM controller and turnaround stand-alone card	CPU	TCTASA	TCTASA
Tie trunk (8-channel)	CNFG	UTC	TIE
Tone sender	CNFG, UNIV, or UNIV1	CRELEC, DIGTRK, MUNI, TONE, UNI	TONE
Turnaround stand-alone	CPU	TASA	TASA
Universal trunk controller (4-wire) (8-channel)	CNFG	UTC	UTC
4-wire tie trunk interface (4-channel)	CNFG or UNIV1	MUNI, TTI, or UNI	TTI
9030 central processing unit	CPU	CPUNR	CPU
9030A CPU card	CPU	CPUNR or CPUR[1]	CPU
9030A I/O bus switch	CPU	CPUNR or CPUR[1]	IOBUS
9030 memory	CPU	CPUNR	12MEG
9030A memory expansion	CPU	CPUNR or CPUR[1]	MEM
9030 memory controller	CPU	CPUNR	MEMCON

Note: Two mnemonics that were not shown in Table 3-1 on page 3-3 are EMPTY and VAC. An EMPTY slot *cannot* be filled with a card. (The EMPTY mnemonic is not displayed on the screen.) A VAC (vacant) slot *can* be filled with a card but happens to be unoccupied.

1 CPUR applies only to Model 50 and Model 70 systems.

2 The IPDN card must reside on the same shelf as its corresponding T1DN card.

3 Refer to the *CallBridge System Service and Configuration Guide for the CSTA and IBM SwitchServer/2 Options, Release 1.0*, for configuration information.

3.1.1 Model 70 Hardware Map Configuration

In addition to the hardware listed in Table 3-1 on page 3-3, Table 3-2 lists the hardware needed in Model 70 systems.

Table 3-2. Model 70 Hardware, Shelf Allocations, and District Types

Hardware	Shelf	District Type	Card Mnemonic
Control packet network port	INL	XR	CPNP
Control packet network remote interface	CNFG	CPN or XDI	CPNRI
Extended digital intertie	CNFG	XDI	XDI
Fiber-optic interface	CNFG or INL	FIBER or FBR3	FOX **Software Release 9005.1.70 and Above:** FIBER
INL transmit and receive	INL	XR	XR
Turnaround multinode A and B (cards 1 and 2 for both)	INL	TA	TAMA1, TAMA2, TAMB1, and TAMB2

3.1.2 Model 40 Districts

The following are the district types that reside on the CPU and UNIV1 shelves in a Model 40 system.

CPU Shelf when Model 40 has the 9030 CPU Card: The following are district types that reside on the CPU shelf when the Model 40 has the 9030 CPU card:

- TASA
- TC
- CPUNR
- SMIOC
- PDC
- FDISK
- HDISK

CPU Shelf when the Model 40 has the 9030A CPU Card: The following are district types that reside on the CPU shelf when the system has the 9030A CPU card:

- TASA
- TC
- TCTASA
- CPUNR
- IOBUS
- SMIOC
- PDC
- FDISK
- HDISK

The Model 40 nonredundant 9030A CPU system has two possible configurations:

- Both a TC and a TASA card
- A single TCTASA card

UNIV1 Shelf: The following is a district type that resides on the UNIV1 shelf:

- UNI

3.1.3 Model 50 Districts

The following are district types that reside on the CPU shelf:

- TCTASA
- MEM
- CPUR
- IOBUS
- SMIOC
- PDC

- FDISK
- HDISK

3.1.4 Model 40 and Model 50 Districts

The following are district types that can reside on the CNFG shelves in a Model 40 or 50 system:

- DIGTRK
- MCSM
- MUNI
- SLCSM
- RB5250

3.1.5 Model 70 Districts

The following are district types used in Model 70 systems:

- CPNI
- CPNJ
- XR
- XDI CPN
- TA
- XDI
- XR
- FIBER or FBR3

3.2 MAP for Model 40, 50, and 70 Systems

The following sections describe the MAP command, screen, and field descriptions.

3.2.1 Command Line

The following commands function in the MAP screen:

```
COUNT    MAP <physical address or ALL>
CREATE
DELETE
LIST
MODIFY
```

The PAD format is ***nn/xxyy*** where:

nn is the node number
xx is the shelf number
yy is the slot number

3.2.2 MAP Screen

Figure 3-1 shows a sample MAP screen in CREATE mode.

```
COMMAND:  CREATE MAP ALL

HwMAP   SHELF   DISTRICT
 PAD    TYPE     TYPE    SL  TYPE  SL  TYPE  SL  TYPE  SL  TYPE  SL  TYPE
------- -----   ------   --  ----- --  ----- --  ----- --  ----- --  -----
01/0307 UNIV1   UNI      07  OPS8
```

Figure 3-1. Sample MAP Screen in Model 40 and Model 50 Systems

3.2.2.1 MAP Screen Field Descriptions

The descriptions of the fields in the MAP screen are as follows:

HWMAP PAD This display-only field contains the physical address (PAD) of the first slot in the group. This field gets its value from the command line.

SHELF TYPE This field displays the shelf type. Valid values are: CNFG, CPU, UNIV, or UNIV1. This field can be modified only if the record is deleted and re-created. Shelf 2 is the dedicated CPU shelf.

DISTRICT TYPE This field displays the district type. Enter **?** in this field to view the possible values.

For more information refer to the following:

- 2.1.2, “Model 10 District Types” on page 2-5
- 3.1.4, “Model 40 and Model 50 Districts” on page 3-7
- 3.1.2, “Model 40 Districts” on page 3-6
- 3.1.3, “Model 50 Districts” on page 3-6
- 3.1.5, “Model 70 Districts” on page 3-7.

SL This display-only field contains the physical slot number.

TYPE This field shows the card types that make up the district.

Chapter 8. Station Equipment

This chapter describes the station equipment and configuration. This description explains how the hardware and software work together.

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8.1 MAP for a Single-Line Telephone

The MAP command permits you to view the hardware map to get the physical address (PAD) of cards configured in the 9751 computerized branch exchange (CBX). You need the PAD to use the SLI command shown in 8.2, “SLI” on page 8-4.

Figure 8-1 is an example of a universal district for standard analog telephones as it appears in the MAP database of a Model 10.

```
COMMAND:  LIST MAP 0218

   HwMAP DISTRICT
     PAD   TYPE    SL TYPE
   ------- ------  -- ------
DS 01/0218 UNI     18 ATI
DS 01/0219 UNI     19 MW8
DS 01/0220 UNI     20 OPS8
```

Figure 8-1. Sample UNI District in the MAP Database of a Model 10

Refer to 2.2, “MAP for Model 10 Systems” on page 2-8 and 3.2, “MAP for Model 40, 50, and 70 Systems” on page 3-8 for further information on the MAP command.

8.2 SLI

The following sections discuss the SLI screen and how to configure the PAD for a single-line extension.

8.2.1 Command Line

The following commands function in the SLI screen:

```
COUNT    SLI   <physical address or ALL>
CREATE
DELETE
LIST
MODIFY
```

In the command line, <physical address> is the PAD of the single-line extension you want to configure. This address must exist in the MAP database.

The PAD format is ***nn/xxyyzz***, where:

- ***nn*** is the node number
- ***xx*** is the shelf number
- ***yy*** is the slot number
- ***zz*** is the channel number of the single-line extension

8.2.2 SLI Screen

Figure 8-2 is an example of the first line on the SLI screen used to create a new single-line extension.

```
COMMAND:  CREATE SLI 01/030603

                                                                    ACD
                                    MUSIC              DIAL         FLASH  BSY HR
          PAD         REF   USE    CHNL    EXTN       TYPE  TEST   PHONE  USAGE%
          ---------   ----  ---    ---     ----       -     -      -      ---
DF        >           0     EXT    >       >          D     ?      N      ?
CR        01/030603   0     MUS    2       *9008      D     N      N      ?
```

Figure 8-2. Sample SLI Screen—Line 1 in a System with Software Release 9005.6.83 and Above

If the PAD entered in the PAD field belongs to an OPS8 or MW8 card, the system automatically refreshes the first line of the SLI screen, enters N in the TEST field, and then displays a new line of fields.[1] Figure 8-3 shows the first line on the SLI screen after it has been refreshed.

```
COMMAND:  CREATE SLI 030603
                                    MUSIC              DIAL         FLASH
          PAD         REF   USE    CHNL    EXTN       TYPE  TEST   PHONE
          ---------   ----  ---    ---     -------    -     -      -
DF        >           0     EXT    >                  D     ?      N
CR        01/030603                                          N
```

Figure 8-3. Sample SLI Screen—Line 1 Refreshed in a System with Software Release 9005.6.83 and Above

The new line of fields (shown in Figure 8-4) permits you to enter extra information needed for the OPS8 and MW8 PADs. This line appears *only* if the PAD entered belongs to an OPS8 or MW8 card.

```
          BALANCE      ON        WINK         TERM         VRU
          NETWORK    PREMISE     OFF          ONLY         PROTOCOL
            -          -          -            -           --------
DF          2          N          N            N           NONE
CR                                                         FOO
```

Figure 8-4. Sample SLI Screen—Line 2 (OPS8 and MW8 Only) in a System with Software Release 9005.6.83 and Above

8.2.2.1 SLI Screen Field Descriptions

Because the SLI screen has so many fields, the field descriptions are listed following the line they describe.

Configuring the SLI Screen—Line 1: The field descriptions are as follows:

PAD If you entered ALL in the command line, the system enters the next available PAD. Otherwise, the PAD entered in the command line appears in this field.

[1] When the TEST field is N, the TEST OPS and TEST MW8 CLI commands do not run. The system sets this field to N since the OPS8 and MW8 cards do not have any tests that need to be disabled.

REF Reference number. This is an optional field. Enter up to four digits (0 to 9999) as a comment referring to information sources such as a definition sheet, a cable number, a floor number, a jack number, or an office number. This stored number is displayed on the screen but is not used by the 9751 CBX. The default is 0.

USE Enter one of the following channel names:

CHI This channel is connected to the night chime source. Only one is permitted per attendant console group. Universal night answer (UNA) trunks must be configured for this feature to work.

DIC This channel is connected to a dictation device.

EXT This channel is connected to a single-line telephone.

FAX **Software Release 9005.6.80 and Above with CorNet-N:** This channel is connected to a facsimile (FAX) device.

MOD This channel is connected to a system modem.

MPL Modem pool extension. Enter this value:

- For all modems in the system
- If you want CDR statistics gathered on any of the modems
- If this extension will be assigned to a data line that will be placed in a modem pool

This extension number can be dialable.

MUS This channel is connected to the music on hold source. If music is part of the 9751 CBX, define one music channel for each node.

REC This channel is connected to a recorded announcement device. Only one modem is permitted (required) per node. (This value applies only if there is no 9751 CBX monitor or 9751 CBX monitor II.)

The default is EXT.

Note: The customer provides the music, chimes, dictation, and recording equipment.

MUSIC CHNL This field indicates the music or recorded-source channel assigned to this single-line extension.

Software Release 9005.6.82 and Below: The system enters 1 in this field and skips it.

a **Software Release 9005.6.83:** Enter the music (or other recorded-source) channel assigned to this COS. Enter a value from 1 to 3.

Enter one of the following:

1 Music channel 1.

2 Music channel 2. This value applies only if the extension has multiple music on hold associated with its COS.

3 Music channel 3. This value applies only if the extension has multiple music on hold associated with its COS.

There is no default.

Ensure that the single-line PADs designated for music-on-hold are configured and connected to a music or recording source. Otherwise, silence (not music) is heard from the channel.

a **Software Release 9005.6.84:** Enter a value from 1 to 64.

EXTN Enter the 1- to 7-digit extension number for the channel.

- If the USE field entry is EXT, DIC, or MOD, the number entered must be a dialable extension and begin with a valid first digit as configured in the FIRST_DIGIT table. For further information, refer to Chapter 5, “First-Digit Assignments.”
- If the USE field entry is MUS, CHI, or REC, the number entered must be a nondialable extension number that includes an asterisk (*) as the first digit.

  Note: If the USE field is MPL, this extension number can be dialable or nondialable.

  A nondialable extension can begin with the same * and number as a feature access code. Refer to Chapter 9, “Feature Access Codes” for further information. The total number of digits including the * must not exceed seven.

In all cases, the number must be unique, that is, it must not appear anywhere else in the 9751 CBX. There is no default.

If you enter an extension number that has not yet been configured, the system automatically provides the EXTEN screen when the SLI is complete. The EXTEN screen is shown in Figure 8-6 on page 8-12.

DIAL TYPE Enter the station dial type as follows:

D Dual-tone multifrequency (DTMF). Enter D if the USE field contains FAX.

R Rotary

B Both

The default is D.

TEST Indicates that the 9751 CBX will test the channel. Enter Y to test this channel; enter N and this channel is not tested.

The default is N.

FLASHPHONE Use this field for message waiting telephones. Enter Y if you want a light activated on a message waiting telephone; enter N if you do not.

If you attempt to configure a Flashphone on an ATI or OPS card, the 9751 CBX changes your Y entry to N.

The system enters N in this field and skips it if the USE field contains FAX.

The default is N.

Software Release 9005.1.73 and Below: This field does not apply to Model 10 systems because Flashphone telephones are not supported.

ACD BSY HR USAGE%

Software Release 9005.2.77 and Above: This field appears only in systems with ACD.

This field indicates the busy-hours usage percentage level of the ACD telephones. Enter one of the following:

25 The ACD telephones have a low busy-hours usage level. This level corresponds to 6 centum calls per second (CCS).

50 The ACD telephones are moderately active. This level corresponds to 12 CCS.

75 The ACD telephones are highly active. This level corresponds to 18 CCS.

100 The ACD telephones are fully active. This level corresponds to 25 CCS.

The default is 100.

The system skips this field unless the USE field is EXT.

Each station is assigned 7 CCS per busy hour for voice traffic. Each station is able to handle traffic up to 32 CCS per hour, depending on the system's configuration.

If the system displays a message that indicates there are problems, refer to the systems engineer.

Configuring the SLI Screen—Line 2 (OPS8 and MW8 Only): The fields shown in Figure 8-4 on page 8-5 are described in the following.

BALANCE NETWORK

This field determines which balance network will be used to match the impedances of the OPS8 channel and the OPS facility.

Enter one of the following:

1 600 ohms impedance. Enter this value if the telco terminating equipment is onsite.

2 Compromise network. This value enables most facility impedances to be matched.

3 Longloop A. This value indicates a special network for long cable lengths.

4 Longloop B. This value indicates an additional special network for long cable lengths.

Determine the correct value for OPS trunks as follows:

1. Permit this field to default.
2. Run the verify balance channel test (Test BALANCE).
3. Check the value recommended by the channel test.
4. Modify this field's value if the value given is not equal to the default.

The default is 2.

ON PREMISE Enter Y to indicate that this extension is on the premises; enter N if it is off the premises. The default is N.

WINK OFF Enter Y to indicate that this extension should receive a wink-off signal; enter N if it should not. The default is N.

TERM ONLY Enter Y to indicate that this extension is a terminating-only device; enter N if it is not. The default is N.

Software Release 9005.1.75 and Above: If you enter Y in this field, ensure that this extension has TRM COS.

VRU PROTOCOL

This field determines the outpulse protocol. Enter NONE or an 8-character alphanumeric name.

Note: This protocol must already be configured in the system through the VRU_PROTOCOL command before it is entered in this field.

Refer to 8.3, "VRU_PROTOCOL" on page 8-9 to configure the T1 OPS VRU protocol.

8.3 VRU_PROTOCOL

Software Release 9005.6.83 and Above: Use this screen to configure the protocol used to outpulse digits. Configure up to 10 protocols in the system.

8.3.1 Command Line

The following commands function in the VRU_PROTOCOL screen:

```
CREATE   VRU_PROTOCOL <name>
DELETE
LIST
MODIFY
```

In the command line, <name> is a 1- to 8-character alphanumeric name.

You cannot delete a VRU_PROTOCOL while it is referenced by an OPS channel.

Use the XREF_VRU command to list the OPS channels that reference a particular protocol. Refer to 12.9, “XREF_VRU” on page 12-88.

8.3.2 VRU_PROTOCOL Screen

Use the VRU_PROTOCOL command (as shown in Figure 8-5) to configure the protocol used to outpulse digits.

```
COMMAND:  CREATE VRU_PROTOCOL FOO

             P                              P
             A                              A
             U                              U
             S             ANI/             S             ANI/
    NAME     E  DELIMITER   DNIS  DELIMITER  E  DELIMITER  DNIS  DELIMITER
    -------- -  ----------  ----  ---------- -  ---------- ----  ----------
DF>          0             NONE             0             NONE
CR> FOO      1  1234567890  DNIS  #          1  6789ABCD*# ANI   #
```

Figure 8-5. Sample VRU_PROTOCOL Screen

8.3.2.1 VRU_PROTOCOL Screen Field Descriptions

Each of the entries in the protocol table is configurable based on the following protocol format:

[<Pause><Delimiter><Digits><Delimiter>][<Pause><Delimiter><Digits><Delimiter>]

The field are described as follows:

NAME This field’s value comes from the command line. It contains a 1- to 8-character alphanumeric protocol name.

PAUSE Enter the length of the delay (in seconds) before the system begins outpulsing digits. Enter a value from 0 to 9. The default is 0.

DELIMITER This field indicates the end-of-digit-string to the VRU machine. Enter a delimiter string of up to 10 digits using numerals 0 to 9, *, and #. The default is NONE.

ANI/DNIS This field indicates if an ANI or DNIS digit string is to be outpulsed. Enter one of the following:

ANI An ANI digit string is outpulsed.

DNIS A DNIS digit string is outpulsed.

NONE No digit string is outpulsed.

The default is NONE.

8.4 EXTEN for Single-Line Telephones

When you create a single-line extension using the CREATE SLI command and the extension has not yet been defined in the 9751 CBX, the EXTEN screen appears. Use the EXTEN screen to configure single-line attributes.

8.4.1 Command Line

The following commands function in the EXTEN screen:

COUNT EXTEN <extension number or ALL>
CREATE
DELETE
LIST
MODIFY

In the command line, <extension number> is a 1- to 7-digit extension number.

Warning: Use the DELETE EXTEN command carefully. If you delete an extension using this command, you will remove it from the software *and* the hardware. If you want to keep the extension in software, delete the hardware in the SLI database using the DELETE SLI <physical address> command. You cannot exchange extensions in software. The DELETE EXTEN command does not delete the extension number from the SYSTEM FORWARDING TARGET fields.

Software Release 9005.6.80 and Above with CorNet-N:

- You cannot CREATE, MODIFY, or DELETE remote extensions through the EXTEN screen—use the REXTEN screen.
- You cannot use the MODIFY EXTEN command to modify an extension to make it a remote extension. If you attempt to do this, the system displays a message.

8.4.2 EXTEN Screen for Single-Line Telephones

Figure 8-6 shows a sample EXTEN screen that is used to configure unique single-line extensions. These fields permit you to set extension attributes for an extension number not yet defined in the 9751 CBX.

```
COMMAND:  CREATE EXTEN 4020

                                                          FORWARD  ON
                         SYSTEM       FORWARDING          BSY RNA DND
   EXTN    TYPE COS TARGET 1 TARGET 2 TARGET 3 TARGET 4 I E I E I E RINGDOWN
   ------- ---  --- -------- -------- -------- -------- - - - - - - --------
DF >       >    0                                      - - - - - -
CR 4020

   ACD  NAME
    -   ----------------
DF  N
CR
```

Figure 8-6. Sample EXTEN Screen for Single-Line Attributes in a System with Software Release 9005.1.73 and Above

Software Release 9005.1.60 and Below: There can be up to two forwarding targets.

Software Release 9005.1.73 and Above: There can be up to four forwarding targets.

8.4.2.1 Configuring the EXTEN Screen for Single-Line Telephones

Configure the fields as follows:

EXTN If you entered the EXTEN screen through the SLI screen, the system enters the value from the EXTN field of the SLI screen (shown in Figure 8-2 on page 8-5) into this field. Otherwise, this field contains the extension number entered in the command line.

TYPE Enter one of the following types of extensions:

CHI Night chime extension

DIC Dictation device

EXT Single-line or ROLMphone telephone

FAX **Software Release 9005.6.80 and Above with CorNet-N:** Facsimile device

MOD System modem

MPL Modem pool extension

MUS Music-on-hold extension

REC Recorded announcement device

SOFT **Software Release 9005.6.82 and Above:** A logical extension with no associated physical device.

Note: Do not attempt to place a soft extension in a group such as ACD, security, or hunt. If you do, the system displays an error message.

COS Enter the class of service (0 to 63) of the extension number. The default is 0. (This is limited by system parameter NUMCOS.)

SYSTEM FORWARDING TARGET 1, TARGET 2, TARGET 3, TARGET 4

Software Release 9005.1.60 and Below: There can be up to two forwarding targets.

Software Release 9005.1.73 and Above: There can be up to four forwarding targets.

Enter the target extension numbers calls are forwarded to under the following conditions:

BSY Busy – for internal calls, external calls, or both

RNA Ring-no-answer – for internal calls, external calls, or both

DND Do not disturb – for internal calls, external calls, or both

The default for the field is no forwarding targets.

Enter the target numbers, which can be:

- A 1- to 7-digit extension
- An 8-digit external number (1-digit access code plus 7-digit number)
- A system speed number in the form # 6 x x x, which can be used for off-system numbers when more than 8 digits are needed
- A pilot number
- A PhoneMail system forwarded access number
- A remote extension[2]

[2] Software Release 9005.6.80 and Above with CorNet-N: This can be a remote extension.

This field does not apply to extensions that have CHI, FAX, MOD, MPL, MUS, or REC in the TYPE field.

If the TYPE field is SOFT, enter up to two forwarding targets.

FORWARD ON BSY RNA DND

Enter the forwarding target (target 1, 2, 3, or 4) or no target (N or –) that should receive internal or external calls on busy (BSY), ring-no-answer (RNA), and do not disturb (DND). The default is no forwarding target.

I Internal. Internal calls from callers using:

- ROLMphone, single-line, and off-premises station (OPS) telephones, including tie off-premises extensions (OPXs)
- Direct inward system access (DISA)

E External. External calls from:

- Attendants
- All tie trunks *except*:
  - Those with a TKGP TYPE of SAT or VLSAT
  - When system parameter TIE_DEFINITION is INTERNAL
- All direct inward dialing (DID) trunks
- Direct trunks on hold that time-out and begin ringing
- Dedicated direct trunks

Enter one of the following in the I (internal) call and E (external) call fields:

1 Target 1 is the forwarding target.

2 Target 2 is the forwarding target.

3 Target 3 is the forwarding target.[3]

4 Target 4 is the forwarding target.[3]

There is no entry in this field for extensions such as CHI, FAX, MOD, MPL, MUS, or REC. A forwarding target under DND can only be for extension type EXT.

Note: Station forwarding overrides system forwarding.

If the TYPE field is SOFT:

- BSY I (busy internal) and BSY E (busy external) may be set or left blank.
- The system skips the remaining fields.

RINGDOWN Enter the number that the station is routed to when it goes off-hook. This can be:

- A previously configured 1- to 7-digit extension number
- An 8-digit external number (1-digit access plus 7-digit number)
- A system speed number in the form # 6 x x x
- A remote extension[4]

This field applies only when the TYPE field is EXT. The default is no ringdown.

---

[3] Targets 3 and 4 are valid forwarding targets in a system with software Release 9005.1.73 and above.

[4] Software Release 9005.6.80 and Above with CorNet-N: This can be a remote extension.

Note: Ringdown to an extension number differs from off-hook intercept to an extension. The off-hook intercept occurs after initial digit time-out (determined by system parameter TMIDG), whereas ringdown occurs immediately during an off-hook condition. Also, off-hook intercept applies only to extensions with INT configured in their COSs.

ACD

This field is valid only if the system has automatic call distribution (ACD).

Enter Y if the extension number entered in the EXTN field is that of an ACD agent; enter N if it is not. The default is N.

This field must contain Y to enter this extension number in the ACD_MEMBER database.

This field does not apply if the TYPE field is FAX.

NAME

Enter the name of the person assigned to this extension using a maximum of 16 characters. When configured, the name entered in this field appears on telephones with a display capability.

This field does not apply if the TYPE field is FAX.

8.5 AVAIL for Extensions and Data Lines

Software Release 9005.6.82 and Above: Use the LIST AVAIL EXTEN command to list the available dialable extensions (for example, unconfigured extensions, or configured extensions that have no USE or PAD assigned to them in the SLI screen).

Software Release 9005.6.83 and Above: Use the LIST AVAIL DATALINE command to list available data lines (for example, unconfigured data lines or configured data lines that are not assigned to a hardware device in the RLID TYPE field of the RP screen).

If the system has CorNet-N, this command lists available remote extensions.

8.5.1 Command Line

The following commands function in the AVAIL screen:

```
LIST    AVAIL EXTEN <range of extensions or ALL>
        AVAIL DATALINE <range of extensions or ALL>
        AVAIL ALL
```

In the command line, when specifying the <range of extensions>, the upper and lower limits must have the same first-digit assignment. LIST AVAIL ALL lists the available extensions and data lines.

8.5.2 AVAIL Screen

Figure 8-7 shows a sample AVAIL screen in LIST mode.

```
COMMAND:  LIST AVAIL ALL

SEARCH BEGINNING...

     EXTENSIONS SEARCH
     =================

     UNDEFINED RANGE           CONFIGURED BUT UNASSIGNED RANGE
     ===============           ===============================

     FIRST       LAST          FIRST       LAST
     -----       -----         -----       -----
DS   20000       22220
DS   22223       25999
DS                             26104
DS   26105       26108
DS                             26118


     DATALINES SEARCH
     ================

     UNDEFINED RANGE           CONFIGURED BUT UNASSIGNED RANGE
     ===============           ===============================

     FIRST       LAST          FIRST       LAST
     -----       -----         -----       -----
DS   20000       21200
DS   21208       22221
DS   22223       26200
DS                             26201       26205
```

Figure 8-7. Sample AVAIL Screen in a System with Software Release 9005.6.82 and Above

8.5.2.1 AVAIL Screen Field Descriptions

The fields are described as follows:

UNDEFINED RANGE

These extensions are not defined in the software.

EXTENSION RANGE FIRST

The first extension in the range searched that is not defined in the software.

EXTENSION RANGE LAST

The last extension in the range searched that is not defined in the software.

CONFIGURED BUT UNASSIGNED RANGE

These extensions are not assigned to any physical hardware.

EXTENSION RANGE FIRST

The first extension in the range searched that is not assigned to any physical hardware.

EXTENSION RANGE LAST

The last extension in the range searched that is not assigned to any physical hardware.

8.6 LEX

To display attributes on a single-line or ROLMphone telephone use the LEX command.

8.6.1 Command Line

The following commands function in the LEX screen:

COUNT LEX <extension number, pilot number, nondialable extension, or ALL>
LIST

To list more than one LEX argument, you must use parentheses to surround the list of LEX arguments as follows:

LIST LEX (2101 2201)

Software Release 9005.6.80 and Above with CorNet-N:

- The LIST LEX ALL command does *not* list the remote extensions.
- Use the LIST LEX <extension number> command and the system lists the extension number, even if it is a remote extension.
- If the first extension of a range is a remote extension, the system displays the first extension and a message indicating that the range is not permitted and that you should use the LIST REXTEN ALL command for more information.
- If the first extension of a range is not a remote extension, the system displays all but the remote extensions in that range.

8.6.2 LEX Screen

Figure 8-8 shows a sample LEX screen.

```
COMMAND:  LIST LEX 2101

                                                          FORWARD  ON
                         SYSTEM       FORWARDING         BSY RNA DND
   EXTEN   TYPE COS TARGET 1 TARGET 2 TARGET 3 TARGET 4 I E I E I E RINGDOWN
   ------- ---  --- -------- -------- -------- -------- - - - - - - --------
DS 2101    EXT  15  5150                                - 1 - 1 - 1

   ACD  NAME
    -   ---------------
DS  N   CARL MARTIN

   G R O U P   M E M B E R S H I P   C R O S S   R E F E R E N C E
   GRP   GRP/PILOT     GRP     GRP/PILOT   GRP     GRP/PILOT   GRP    GRP/PILOT
   ----  ---------     ----    ---------   ----    ---------   ----    --------
DS PICK  1            COMM    2

   T E R M I N A L   E Q U I P M E N T   C R O S S   R E F E R E N C E
                  LINE                    LINE                  LINE
   TYPE    PAD      NO   TYPE    PAD      NO   TYPE    PAD      NO
   ------- -------- --   ------- -------- --   ------- -------- --
DS SLI     01/031803

   M O D E M / D A T A L I N E   C R O S S   R E F E R E N C E
DATALINE NUMBER
-------


   T A B L E    C R O S S    R E F E R E N C E
   TYPE  TABLE   ENTRY     TYPE  TABLE   ENTRY     TYPE  TABLE  ENTRY
   ----  -----  ---------- ----  -----  ---------- ----  ----- ----------


   R E S T R I C T E D   F A C   C R O S S   R E F E R E N C E
   FAC           FAC           FAC           FAC
   ------------  ------------  ------------  ------------
DS 01233         12345         23111         23455
DS 30303
```

Figure 8-8. Sample LEX Screen in a System with Software Release 9005.1.73 and Above

8.6.2.1 LEX Screen Field Descriptions

The fields in the LEX screen are display-only fields and cannot be modified. Because the LEX screen has so many fields, the field descriptions are listed following the line they describe.

Line 1: Line 1 is shown in Figure 8-9.

```
                                                          FORWARD  ON
                          SYSTEM       FORWARDING         BSY RNA DND
   EXTEN   TYPE COS TARGET 1 TARGET 2 TARGET 3 TARGET 4 I E I E I E RINGDOWN
   ------- ---  --- -------- -------- -------- -------- - - - - - - --------
DS 2101    EXT  15  5150                                 - 1 - 1 - 1
```

Figure 8-9. LEX Screen—Line 1 in a System with Software Release 9005.1.73 and Above

The field descriptions are as follows:

EXTN The 1- to 7-digit extension number.

Software Release 9005.6.80 and Above with CorNet-N: Refer to 8.6.1, “Command Line” on page 8-19 for information to display remote extensions.

TYPE One of the following types of extensions:

- **ACD** ACD group pilot number
- **ATC** Attendant console extension
- **ATCG** Attendant console group pilot extension
- **CTRL** Control group pilot number
- **DIC** Dictation device
- **EXT** Single-line or ROLMphone telephone
- **FAX** Facsimile device
- **HDG** Hunt or distribution group pilot number
- **LPS** Dedicated loop key extension
- **MOD** System modem
- **MPL** Modem pool extension
- **PHM** PhoneMail system
- **REC** Recorded announcement device
- **SEC** Security group pilot number

COS The class of service (0 to 63) of the listed extension number.

SYSTEM FORWARDING TARGET 1, TARGET 2, TARGET 3, TARGET 4

Software Release 9005.1.60 and Below: There can be up to two forwarding targets.

Software Release 9005.1.73 and Above: There can be up to four forwarding targets.

The target numbers to which calls are to be forwarded under the following conditions: BSY, RNA, and DND. The default for the field is no forwarding targets.

The target numbers can be:

- A 1- to 7-digit extension
- An 8-digit external number (1-digit access code plus 7-digit number)

- A system speed number in the form # 6 x x x, which can be used for off-system numbers when more than 8 digits are needed
- A pilot number
- A remote extension[5]

FORWARD ON BSY RNA DND

The forwarding target (target 1 or target 2) that should receive internal or external calls on BSY, RNA, and DND. The default is no forwarding target.

I Internal. Internal calls from callers using:

- ROLMphone, single-line, and OPS (including tie OPX) telephones
- DISA

E External. External calls from:

- Attendants
- All tie trunks (except for SAT or VLSAT trunks)
- All DID trunks
- Direct trunks on hold that time-out and begin ringing
- Dedicated direct trunks

One of the following in the I (internal) call and E (external) call fields means:

1 Target 1 is the forwarding target.

2 Target 2 is the forwarding target.

3 Target 3 is the forwarding target.

4 Target 4 is the forwarding target.

There is no entry in this field for extensions such as CHI, FAX, MOD, MPL, MUS, or REC. A forwarding target under DND must only be for extension type EXT.

RINGDOWN This field contains the number that the station is routed to when it goes off-hook. The number can be:

- A 1- to 7-digit extension number
- An 8-digit external number (1-digit access code plus 7-digit number)
- A system speed number in the form # 6 x x x
- A remote extension[6]

An entry in this field can only be for extension type EXT. The default is no ringdown.

Note: Ringdown to an extension differs from off-hook intercept to an extension. The off-hook intercept occurs after initial digit time-out (determined by system parameter TMIDG), whereas ringdown occurs immediately during an off-hook condition. Also, off-hook intercept applies only to extensions with INT (intercept time-out) configured in their COSs.

---

[5] Software Release 9005.6.80 and Above with CorNet-N: This can be a remote extension.

[6] Software Release 9005.6.80 and Above with CorNet-N: This can be a remote extension.

Line 2: Line 2 is shown in Figure 8-10.

```
   ACD  NAME
    -   ----------------
DS  N   CARL MARTIN
```

Figure 8-10. LEX Screen—Line 2

The field descriptions are as follows:

ACD This field contains Y if the listed extension number (number entered in the EXTN field) is that of an ACD agent; this field contains N if the listed extension number is not that of an ACD agent.

NAME The name of the person assigned to this extension. When this field is configured, the name entered in this field appears on ROLMphone telephones with display capability.

Line 3: The GROUP MEMBERSHIP CROSS REFERENCE line is shown in Figure 8-11.

```
   G R O U P   M E M B E R S H I P   C R O S S   R E F E R E N C E
   GRP   GRP/PILOT     GRP     GRP/PILOT   GRP     GRP/PILOT   GRP     GRP/PILOT
   ----  ---------     ----    ---------   ----    ---------   ----    --------
DS PICK  1            COMM    2
```

Figure 8-11. LEX Screen—Line 3

The field descriptions are as follows:

GRP This field indicates which group the listed extension belongs to. Possible values are as follows:

- **ACDA** ACD agent group
- **ACDS** ACD supervisor group
- **ANI** Trunk groups configured with the automatic number identification (ANI) feature
- **COMM** Com (small or large) group
- **CTRL** Control group
- **DIST** Distribution group
- **HUNT** Hunt group
- **PICK** Pick group
- **PMI** PhoneMail system interface group
- **SEC** Security group

GRP/PILOT This field indicates the listed extension's group pilot number.

Line 4: The TERMINAL EQUIPMENT CROSS REFERENCE line is shown in Figure 8-12.

```
   T E R M I N A L   E Q U I P M E N T   C R O S S   R E F E R E N C E
                    LINE                    LINE                    LINE
   TYPE    PAD       NO   TYPE    PAD       NO   TYPE    PAD       NO
   ------- --------- --   ------- --------- --   ------- --------- --
DS SLI     01/031803
```

Figure 8-12. LEX Screen—Line 4

The field descriptions are as follows:

TYPE This field indicates the SLI ROLMlink or key telephone adaptor (KTA) terminal device type.

PAD This field indicates the PAD of the station equipment.

LINE NO This field indicates the following:

- On telephones: which line button the extension number appears on for that device
- On KTA beehive lamps: the lamp number to which the ACD group pilot number is assigned

Line 5: The MODEM/DATALINE CROSS REFERENCE line is shown in Figure 8-13.

```
  M O D E M / D A T A L I N E  C R O S S  R E F E R E N C E
DATALINE NUMBER
-------
```

Figure 8-13. LEX Screen—Line 5

The field descriptions are as follows:

DATALINE NUMBER

This field indicates the data line number of the modem that the listed extension is associated with. Its value comes from the EXTEN field of the DATA_LINE screen.

Line 6: The TABLE CROSS REFERENCE line is shown in Figure 8-14.

```
   T A B L E     C R O S S     R E F E R E N C E
   TYPE  TABLE   ENTRY      TYPE  TABLE   ENTRY      TYPE  TABLE  ENTRY
   ----  -----  ---------- ----  -----  ---------- ----  ----- ----------
```

Figure 8-14. LEX Screen—Line 6

The field descriptions are as follows:

TYPE This is a mnemonic field that lists the type of table that the listed extension is associated with. An example of a table type is DNIS (dialed number identification service).

TABLE This field contains the table number or the table name referencing the listed extension. For example, a DNIS table listing will show the DNIS table number that references the extension.

ENTRY This field contains the key of the table record that contains the listed extension. For DNIS, a DNIS number is shown.

Line 7: The RESTRICTED FAC CROSS REFERENCE line is shown in Figure 8-15 and described following.

```
     R E S T R I C T E D   F A C   C R O S S   R E F E R E N C E
        FAC           FAC           FAC           FAC
        ---------     ---------     ---------     ---------
DS      01233         12345         23111         23455
DS      30303
```

Figure 8-15. LEX Screen—Line 7 (Extension has FAC)

The field description is as follows:

FAC This field indicates all of the forced authorization codes (FACs) associated with the listed extension. Each line displays four FACs. There can be up to eight lines displayed for one extension, since the maximum number of FACs for each extension is 32.

Line 7 (no FAC): Figure 8-16 shows an example of Line 7 on the LEX screen of an extension without any FACs configured.

```
        *EXTENSION HAS NO FORCED AUTHORIZATION CODE.*
```

Figure 8-16. LEX Screen—Line 7 (Extension has No FAC)

8.7 ROLMphone Features

Every configurable button (line or feature) on a ROLMphone telephone has a light emitting diode (LED) next to it, except for the three large buttons at the bottom of the faceplate. The following are non-LED buttons:

- On the ROLMphone 120: 8, 9, and 10
- On the ROLMphone 240: 12, 17, and 22
- On the ROLMphone 400: 10, 30 and 38

See Figure 8-17 on page 8-37, Figure 8-18 on page 8-38, and Figure 8-20 on page 8-39 for examples of the default layouts. On ROLMphone models 120, 240, and 400, there is also a call-waiting LED that is not associated with any button; on the ROLMphone 300 and 600 series, the call-waiting LED is associated with the CONNECT button.

Volume control buttons are not configurable. They appear in fixed locations for each model of ROLMphone telephone.

8.7.1 Features Requiring Light-Emitting Diodes

Some ROLMphone features must have associated LEDs. The LED lights when the user activates the feature. Table 8-1 lists the features that require LEDs.

Each line button must have an LED next to it. Therefore, the three large buttons at the bottom of the ROLMphone 120, 240, or 400 cannot be assigned features that require LEDs (like line buttons). Use these buttons for such standard features as hold, flash, connect, or transfer.

A ROLMphone telephone does not have a forwarding LED. The line LED next to the forwarded line extension number flickers to indicate a forwarded condition.

Table 8-1 (Page 1 of 2). ROLMphone Features Requiring LEDs

Mnemonic	**Feature**
ACDPQ	ACD primary queuing
ACDPS	ACD primary status
ACDSQ	ACD secondary queuing
ACDSS	ACD secondary status
AGMSG	Agent message (ACD only)
AUTOM	Auto/manual answer (ACD only)
AVAIL	Agent available (ACD only)
CAMP	Camp on
CONF	Conference
DATA	Data
DND	Do not disturb
LINE	Line extension
MUTE	Mute
MSGWT	Message waiting
MWCTR	Control message waiting indicators (can appear only on ROLMphone 400)
PRIV	Private

Table 8-1 (Page 2 of 2). ROLMphone Features Requiring LEDs	
Mnemonic	**Feature**
RPTID	Repeat party identification (ID) (ACD only)
SILMT	Silent monitor (ACD only)
SPKR	Speakerphone
SPMSG	Supervisor message (ACD only)
TONMT	Tone monitor
UNAVA	Agent unavailable (ACD only)
WORK	Agent work (ACD only)

8.7.2 ROLMphone Features Requiring Index Numbers

Table 8-2 lists the features that require index numbers.

Table 8-2. Features Requiring Index Numbers	
Mnemonic	**Feature**
LINE	The index number corresponds to the line number of the ROLMphone telephone model: • ROLMphone 120 and 312 (index number 1) • ROLMphone 240, 624 (index numbers 1 through 11) • ROLMphone 612 (index numbers 1 through 10) • ROLMphone 400, 612K, and 624K (index numbers 1 through 29)
EXTAD	Station speed index number (1 through 9)
SPELL	System speed index number (1 through 999, or 1 through 9999)[7]
SYSAD	System speed index number (1 through 999, or 1 through 9999)[7]
REPDL	REPDIAL button index number (1 through 40)

8.7.3 Speakerphone

The ROLMphone 240 and 400 models, and the ROLMphone 600 series with the speakerphone option, have a two-way speakerphone. You must configure a speaker (SPKR) button for these ROLMphone telephones. You do *not* need to configure a speaker button on a ROLMphone 120 or 312 because they only have a one-way speaker.

8.7.4 Flash Button

It is important to define a FLASH button for every ROLMphone. This button permits the user to put a call on temporary soft hold. It also alerts the 9751 CBX that the user wants to use the keypad to access a feature or to dial another party.

[7] System parameter FOUR_DIG_SYS_SPD determines whether there can be 999 or 9999 system speed numbers.

8.7.5 ACD Emergency Button

The ACD emergency button feature permits an ACD agent to send an emergency help message to the ACD supervisor by pressing the EMGCY button on a ROLMphone. To receive the message, the supervisor must have a ROLMphone 400, 240E, or 600 series telephone. The message appears on ROLMphone telephones with display capability.

8.7.6 ROLMphone Feature Descriptions

Table 8-3 contains descriptions and mnemonics of the features available on the ROLMphone telephone. Refer to this table for feature operation and the appropriate mnemonic when configuring feature button tables. There are two fixed (nonconfigurable) volume control buttons on every ROLMphone telephone.

Table 8-3 (Page 1 of 5). ROLMphone Feature Descriptions

Feature	Mnemonic	COS	Description
Account code	ACCT	–	Permits an account code to be entered for each call without interrupting the conversation.
ACD primary queuing	ACDPQ	ACDQ	Displays the ACD queue status display for the ACD user's primary group.
ACD secondary queuing	ACDSQ	ACDQ	Displays a prompt for an ACD pilot number. After entering a valid pilot number, or repdial programmed for that pilot number, the ACD group status display appears.
ACD primary status	ACDPS	–	Displays the ACD group status display for the supervisor's primary group. This display is available to users configured as status supervisor for the ACD group. A supervisor can only appear as status supervisor for one group. That group is considered to be the primary group for that supervisor. More than one supervisor can be configured as status supervisor for the same ACD group.
ACD secondary status	ACDSS	–	Displays a prompt for an ACD pilot number. After entering a valid pilot number, or repdial programmed for that pilot number, the ACD group status display appears.
Acknowledge message (ACD only)	ACK	–	Acknowledges a message on the target display. When acknowledged, the light goes out.
Agent message (ACD only)	AGMSG	–	Sends messages to an ACD group or to individual agents in an ACD group by agent ID or extension number. This feature is available only on the supervisor set.
Auto intercom	AINTC	–	Selects a line and automatically dials an extension. This permits a direct ringdown to the buzz target's speakerphone and opens the two-way speaker. You can configure only one auto intercom target per ROLMphone telephone, not per extension.
Auto/manual answer (ACD only)	AUTOM	–	Places an ACD unit into either the automatic or manual answering mode. The function alternates each time the button is pressed. The agent set defaults to the automatic mode.
Available (ACD only)	AVAIL	–	Makes an ACD unit available to accept ACD calls.

Table 8-3 (Page 2 of 5). ROLMphone Feature Descriptions

Feature	Mnemonic	COS	Description
Bad line	BADLN	–	Reports abnormal conditions on a trunk and logs an entry in the bad line exception table. The 9751 CBX records the trunk number, extension number, date, and time. Pressing this button does not interrupt the call in progress. **Software Release 9005.2.78 and Above:** If this feature is used during a conference call, the system ignores it.
Buzz	BUZZ	–	Buzzes a predetermined number.
Camp on	CAMP	CMP	Waits in queue until a busy line is released or initiates a camp-on callback to a busy extension. On a busy ROLMphone 300, 400, or 600 series telephone that has a camped-on caller, the user presses the CAMP-ON button to display the camped-on caller's extension number. **Software Release 9005.6.80 and Above with CorNet-N:** Automatic camp on and callback camp on do not support remote extensions.
CAS flash	CASF	CAS	Used for the centralized attendant service (CAS) center product. Refer to the *9751 CBX, Release 9005/9006m, Centralized Attendant Service Center and Branch Configuration Guide* for configuration information.
CAS release	CASR	CAS	Used for the CAS center product. Refer to the *9751 CBX, Release 9005/9006m, Centralized Attendant Service Center and Branch Configuration Guide* for configuration information.
Connect	CNCT	–	Reconnects the station to a previously held call. The CONNECT button on the ROLMphone 300 and 600 series telephones also indicates call waiting.
Conference	CONF	COF	Establishes a conference call of up to eight parties, (which includes the station setting up the conference and a maximum of two outside parties).
Data	DATA	–	Permits the user to answer and disconnect data calls.
Dial call	DCALL	VDC	Dials an extension number that appears on the called ROLMphone set to transmit voice from a speakerphone.
Do not disturb	DND	DND	Places the station in DND and blocks all incoming calls.
Direct trunk select	DTS	DTS	Permits the user to gain access to a specific trunk. The user presses this button and enters the trunk number.
Emergency (ACD only)	EMGCY	–	Alerts the ACD supervisor of any abnormal call conditions. Pressing this button buzzes the supervisor, sends an emergency agent extension number, displays the trunk group number, trunk number, the agent's ID, and logs any relevant information in the bad line exception table.
Enter ID (ACD only)	ENTID	–	Permits an agent ID to be entered. The agent logs on by pressing an ACD line button, pressing the ENTID button, entering a 1- to 6-digit ID number, and entering an ACD state (work, available, unavailable). The agent logs off by pressing this button twice.
Executive override	EOV	EOV	Overrides a call in progress (after a warning tone), placing the user in conference with both parties. **Software Release 9005.6.80 and Above with CorNet-N:** Executive override does not support remote extensions.
Extension autodial	EXTAD (1-9)	SPD	For single-button access to a station speed number.

Table 8-3 (Page 3 of 5). ROLMphone Feature Descriptions

Feature	Mnemonic	COS	Description
Flash	FLASH	–	For invoking features using access codes and for placing a party on soft hold. The user presses the FLASH button before invoking features (using * and #) that are not available on other buttons. Flash is used to put a party on hold and return to dial tone.
Forward	FORWD	CFE or CFI	Station forwards a call to another extension or an off-premises number, or force forwards a particular incoming call to another extension.
Hold	HOLD	–	Places the calling party on hard hold.
Intercom	INTCM	–	Permits the COM code that accesses the ROLMphone speaker of a COM group member to be entered.
Line button	LINE (1 to 29)	–	Permits the user to access a line extension for a call. (On units configured to receive ACD calls, this is referred to as ACD line.)
Message waiting autodial	MSGWT	SPD	Accesses station speed number 0 and automatically dials the user's message location. You must configure station speed number 0 and provide the message waiting indicator for this feature to work properly.
Mute	MUTE	–	Mutes out the transmit side of a conversation. The user hears the connected party but the party cannot hear the user.
Message waiting indicator control (message reminder)	MWCTR	–	Permits the user to enter a target extension number and activate or deactivate the message-waiting indicator for that extension. This feature does *not* apply to the ROLMphone 120. The CONNECT button on the ROLMphone 300 and 600 series telephones also indicates call waiting. **Software Release 9005.6.80 and Above with CorNet-N:** Message waiting indicator control does not support remote extensions.
Park	PARK	–	Permits the user to enter an extension number and park a caller at a new location. The system transfers the call and places it on hold at the extension number of the new location. **Software Release 9005.6.80 and Above with CorNet-N:** Park does not support remote extensions.
Direct pick	PICK	DCP	The user presses the PICK-UP button and dials the extension number of a ringing telephone to answer the call. **Software Release 9005.6.80 and Above with CorNet-N:** Direct pick does not support remote extensions.
Group pick	PICK	–	Users press the PICK-UP button twice to answer a ringing telephone in their pick group. **Software Release 9005.6.80 and Above with CorNet-N:** Group pick does not support remote extensions.
PhoneSpell	SPELL (or system speed number 1 to 999, or 1 to 9999)	SYC	**Software Release 9005.2.77 and Above:** Permits the user to call a PhoneMail subscriber's extension by spelling the called party's name using the telephone keypad. The system announces the name of the desired party and asks for confirmation. When the user confirms the called party's name, the system places the call. PhoneSpell can be used when the telephone is on-hook. **Note:** This feature is available to a 9751 CBX system, Release 9005.2.77 and above *with* a PhoneMail system, Release 3.7, 4.2, or 5.2 and above.

Table 8-3 (Page 4 of 5). ROLMphone Feature Descriptions

Feature	Mnemonic	COS	Description
Preview	Prev	–	Permits the display telephone users to preview primary and secondary ringing lines, held lines, and the currently active line. Previewing includes the following: • When the telephone is in use, a Preview key to see the calling party number before answering the call on a ringing line • The ability to preview lines on hold • The ability to see the calling party number of a camped on caller • The ability to see the calling party number for lines that are recalling from hold, park, system hold, or transfer • A CURRENTLY NOT AVAILABLE message appears for attempts to preview lines not meeting the above criteria This feature is configured using a blank Repdial on a ROLMphone 624 telephone with data communications option (DCO). This feature can also be used on a ROLMphone 624 in enhanced mode. This feature is not available on the ROLMphone 244PC, Cedar, Cypress, or Juniper telephones. The feature code is 54.
Privacy	PRIV	PRV	Prohibits call interruption by executive override, camp-on, and attendant busy override. The user can also press the PRIVACY button to prevent data transmission interruption.
Repertory dialing	REPDL (1 to 38)	–	Automatically executes a sequence of user-programmed digits or feature buttons.
Repeat saved number	RPEAT	SAV	Places a saved call without redialing the number.
Repeat party ID (ACD only)	RPTID	–	Repeats the calling party trunk number that informs the ACD agent of the source call.
Save dialed number	SAVE	SAV	Stores an external telephone number, used primarily when the called party is busy or does not answer.
Save/repeat dialed number	SVRPT	SAV	Saves a dialed number if connected, or dials the last number saved if dial tone is present.
Scroll	SCROL	–	Permits a user with multiple call-me reminders or ACD agent messages to scroll and select from the list of messages. This access code must be dialed while on-hook.
Set REP dial	SET	–	Programs a REPDIAL button. The user presses the SET button, then a REPDIAL button, and then a enters a sequence of desired digits.
Silent monitor (ACD only)	SILMT	MON	An ACD supervisor with MON COS presses the SILMT button and then enters an agent's extension number and silently monitors the agent's conversation. This is available only on the supervisor set.
Speaker	SPKR	–	Activates the speakerphone on the: • ROLMphone 240 and 400 models • ROLMphone 600 series telephone with the speakerphone option This feature permits the user to alternate between the speaker and handset without disconnecting the call.

Table 8-3 (Page 5 of 5). ROLMphone Feature Descriptions

Feature	Mnemonic	COS	Description
Station speed number	STASP	SPD	Sets and activates the station speed calling feature. This expedites the dialing of frequently called numbers by dialing 1-digit codes rather than the entire number.
System autodial	SYSAD (or system speed number 1 to 999, or 1 to 9999)	SYC	Dials a system speed number automatically.
System speed number	SYSSP	SYC	Dials up to 999 or 9999 (depending on the value of system parameter FOUR_DIG_SYS_SPD) frequently called numbers. The user enters a 3- or 4-digit code rather than the entire number.
Supervisor message (ACD only)	SPMSG	–	The user presses the SPMSG button and dials a code to send a predetermined message to an ACD supervisor. This feature is available only on the agent set.
Time	TIME	–	Displays the current time and date for 5 seconds. This feature is available only on the ROLMphone telephones with display capability.
Tone monitor	TONMT	MON	An ACD supervisor with MON COS presses the TONMT button to supply a warning tone to an ACD agent being monitored.
Transfer	XFER	–	Transfers a call to another extension.
Unavailable (ACD only)	UNAVA	UNAV	Makes an ACD unit unavailable for calls. The user should use UNAVA only when leaving the work station. Pressing this button while a call is in progress disconnects the call.
Voice call	VCALL	VDC	Permits a user to speak from a ROLMphone telephone to a predetermined (defined) voice call extension through the speaker.
Work (ACD only)	WORK	WRK	Releases the call in progress and places the user's ACD station in the work state so that the user can complete post-call work. Pressing this button while a call is in progress disconnects the call.

8.8 BUTTON

The BUTTON command permits you to assign two types of feature button tables to a ROLMphone telephone: default and unique. Default feature button tables, for each ROLMphone telephone model, are already set up in the 9751 CBX. Unique feature button tables are tables that you can create and modify to fit customer's needs. You cannot delete a ROLMphone feature button table.

The easiest and most common way to assign features to ROLMphone buttons is to create a button table and accept the defaults. The defaults are set for the commonly used features. This permits you to quickly configure your customer's ROLMphone telephones.

Unique ROLMphone feature button table: If your customer has telephone users with specialized telecommunication needs, you have the option of creating unique feature button tables. Refer to 8.8.2.1, "Configuring the BUTTON Screen" on page 8-41 for additional information.

Refer to "FACEPLATE Notes" on page 8-67 for information regarding the extension number and its appearance on the faceplate.

8.8.1 Command Line

The following commands function in the BUTTON screen:

COUNT BUTTON <***xxxx*** or ALL> <table number (1 to 32) or ALL>
CREATE
LIST
MODIFY

Software Release 9005.1.75 and Below: In the command line, <***xxxx***> is one of the following ROLMphone types:

120

240

400

Software Release 9005.2.77 and Above: In the command line, <***xxxx***> is one of the following ROLMphone types:

120

240

312

400

612

612K

624

624K

8.8.2 BUTTON Screen

The following figures show sample default BUTTON screens in CREATE mode:

- Figure 8-17 shows the sample default ROLMphone 120 feature button table.
- Figure 8-18 on page 8-38 shows the sample default ROLMphone 240 feature button table.
- Figure 8-19 on page 8-38 shows the sample default ROLMphone 312 feature button table.
- Figure 8-20 on page 8-39 shows the sample default ROLMphone 400 feature button table.
- Figure 8-21 on page 8-39 shows the sample default ROLMphone 612 feature button table.
- Figure 8-22 on page 8-40 shows the sample default ROLMphone 612K feature button table.
- Figure 8-23 on page 8-40 shows the sample default ROLMphone 624 feature button table.
- Figure 8-24 on page 8-41 shows the sample default ROLMphone 624K feature button table.

Refer to 16.21, “BUTTON for ACD” on page 16-47 for sample ROLMphone 600 series telephone feature button tables.

```
COMMAND: CREATE BUTTON 120 1

PHONE
TYPE     TABLE #
-------  --
120      1

BTN FEAT  INDX  BTN FEAT  INDX  BTN FEAT  INDX  BTN FEAT  INDX  BTN FEAT  INDX
--- ----- ---   --- ----- ---   --- ----- ---   --- ----- ---   --- ----- ---
1   REPDL 1
2   FORWD
3   SVRPT
4   CAMP
5   CONF
6   FLASH
7   LINE  1
8   HOLD        9   CNCT        10  XFER
```

Figure 8-17. Sample Default ROLMphone 120 Feature Button Table Number 1

```
COMMAND:  CREATE BUTTON 240 6

PHONE
TYPE     TABLE #
-------  --
240      6

BTN FEAT  INDX  BTN FEAT  INDX  BTN FEAT  INDX  BTN FEAT  INDX  BTN FEAT  INDX
--- ----- ---   --- ----- ---   --- ----- ---   --- ----- ---   --- ----- ---
1   FORWD       13  FLASH       18  CONF
2   PICK        14  PARK        19  CAMP
3   BUZZ        15  MSGWT       20  SPKR
4   REPDL 1     16  SYSSP       21  MUTE
5   REPDL 2
6   REPDL 3
7   REPDL 4
8   PREV
9   SET
10  SVRPT
11  LINE  1
12  HOLD        17  CNCT        22 XFER
```

a *Figure 8-18. Sample Default ROLMphone 240 Feature Button Table Number 6 in a System with Software Release*
a *9005.6.84*

```
COMMAND: CREATE BUTTON 312 2

PHONE
TYPE     TABLE #
-------  --
312      2

BTN FEAT  INDX  BTN FEAT  INDX  BTN FEAT  INDX  BTN FEAT  INDX  BTN FEAT  INDX
--- ----- ---   --- ----- ---   --- ----- ---   --- ----- ---   --- ----- ---
1   PREV
2   SET
3   SVRPT
4   XFER
5   CNCT
6   HOLD
7   CAMP
8   CONF
9   FLASH
10  LINE 1
```

a *Figure 8-19. Sample Default ROLMphone 312 Feature Button Table Number 2 in a System with Software Release*
a *9005.6.84*

```
COMMAND:  CREATE BUTTON 400 1

PHONE
TYPE      TABLE #
-------   --

400       1

BTN FEAT  INDX  BTN FEAT  INDX  BTN FEAT  INDX  BTN FEAT  INDX  BTN FEAT  INDX
--- ----- ---   --- ----- ---   --- ----- ---   --- ----- ---   --- ----- ---

1   REPDL 1     11  REPDL 6     16  REPDL 11    21  STASP       31  SYSSP
2   REPDL 2     12  REPDL 7     17  REPDL 12    22  PICK        32  SVRPT
3   REPDL 3     13  REPDL 8     18  REPDL 13    23  PARK        33  MSGWT
4   REPDL 4     14  REPDL 9     19  PREV        24  BUZZ        34  TIME
5   REPDL 5     15  REPDL 10    20  SET         25  INTCM       35  AINTC
6   LINE  1                                     26  CAMP
7   LINE  2                                     27  FORWD
8   LINE  3                                     28  CONF        36  SPKR
9   LINE  4                                     29  FLASH       37  MUTE
10  HOLD                                        30  CNCT        38  XFER
```

Figure 8-20. Sample Default ROLMphone 400 Feature Button Table Number 1 in a System with Software Release 9005.6.84

```
COMMAND: CREATE BUTTON 612 4

PHONE
TYPE     TABLE #
-------  --
612      4

BTN FEAT  INDX  BTN FEAT  INDX  BTN FEAT  INDX  BTN FEAT  INDX  BTN FEAT  INDX
--- ----- ----  --- ----- ---   --- ----- ---   --- ----- ---   --- ----- ---
1   PREV
2   SET
3   SVRPT
4   XFER
5   CNCT
6   HOLD
7   CAMP
8   CONF
9   FLASH
10  LINE  1
```

Figure 8-21. Sample Default ROLMphone 612 Feature Button Table Number in a System with Software Release 9005.6.84

```
COMMAND: CREATE BUTTON 612K 3

PHONE
TYPE     TABLE #
-------  --
612K     3

BTN FEAT  INDX                                BTN FEAT  INDX  BTN FEAT  INDX
--- ----- ----                                --- ----- ---   --- ----- ---
1   REPDL 1                                   23  REPDL 4     33  FORWD
2   REPDL 2                                   24  REPDL 5     34  CONF
3   REPDL 3                                   25  PREV        35  FLASH
4   XFER                                      26  DND         36  SYSSP
5   CNCT                                      27  SET         37  SVRPT
6   HOLD                                      28  STASP       38  MSGWT
7   LINE  4                                   29  PICK        39  TIME
8   LINE  3                                   30  PARK        40  AINTC
9   LINE  2                                   31  INTCM       41  SPKR
10  LINE  1                                   32  CAMP        42  MUTE
```

a *Figure 8-22. Sample Default ROLMphone 612K Feature Button Table Number 3 in a System with Software*
a *Release 9005.6.84*

```
COMMAND: CREATE BUTTON 624 1

PHONE
TYPE     TABLE #
-------  --
624      1

BTN FEAT  INDX  BTN FEAT  INDX  BTN FEAT  INDX  BTN FEAT  INDX  BTN FEAT  INDX
--- ----- ----  --- ----- ---   --- ----- ---   --- ----- ---   --- ----- ---
1   REPDL 1     11  REPDL 4     17  MSGWT
2   REPDL 2     12  REPDL 5     18  SYSSP
3   PREV        13  DND         19  CONF
4   XFER        14  PICK        20  CAMP
5   CNCT        15  FLASH       21  SPKR
6   HOLD        16  PARK        22  MUTE
7   FORWD
8   SET
9   SVRPT
10  LINE  1
```

a *Figure 8-23. Sample Default ROLMphone 624 Feature Button Table Number 1 in a System with Software Release*
a *9005.6.84*

```
COMMAND: CREATE BUTTON 624K 10

PHONE
TYPE     TABLE #
-------  --
624K     10

BTN FEAT  INDX  BTN FEAT  INDX  BTN FEAT  INDX  BTN FEAT  INDX  BTN FEAT  INDX
--- ----- ----  --- ----- ---   --- ----- ---   --- ----- ---   --- ----- ---
1   LINE  7     11  REPDL 1     17  REPDL 7     23  REPDL 13    33  FORWD
2   LINE  6     12  REPDL 2     18  REPDL 8     24  REPDL 14    34  CONF
3   LINE  5     13  REPDL 3     19  REPDL 9     25  REPDL 15    35  FLASH
4   XFER        14  REPDL 4     20  REPDL 10    26  DND         36  SYSSP
5   CNCT        15  REPDL 5     21  REPDL 11    27  SET         37  SVRPT
6   HOLD        16  REPDL 6     22  PREV        28  STASP       38  MSGWT
7   LINE  4                                     29  PICK        39  TIME
8   LINE  3                                     30  PARK        40  AINTC
9   LINE  2                                     31  INTCM       41  SPKR
10  LINE  1                                     32  CAMP        42  MUTE
```

Figure 8-24. Sample Default ROLMphone 624K Feature Button Table Number 10 in a System with Software Release 9005.6.84

8.8.2.1 Configuring the BUTTON Screen

You can configure your own ROLMphone feature button table. Define each unique ROLMphone button layout as a separate table. You can create up to 32 tables for each type of ROLMphone telephone in a 9751 CBX. Once a table is created, it *cannot* be deleted. There is one default table for each telephone type. Even though there is one default table per ROLMphone type, you must line feed (Ctrl+J) through the defaults to accept your default table.

Consider the following when assigning buttons:

- Provide feature access in accordance with COS.
- Define:
  - Only one line extension per ROLMphone 120 and 300 series telephones
  - At least one line extension per ROLMphone 240, 400, and 600 series telephones
- Leave the VOL buttons in their fixed positions; they cannot be configured.
- Leave the HOLD, CONNECT, and TRANSFER buttons in their default positions as shown in Figure 8-25 on page 8-44. (The default button layouts for the HOLD, CONNECT, and TRANSFER buttons are the same as in software reduced feature mode.) If you assign the buttons to a feature with an index, the index number does not appear on the faceplate.
- Place the primary extension (Line 1) in an easy-to-find position.
- Define a FLASH button to invoke features that are not available on other buttons.
- Leave all unassigned button positions blank.
- The ROLMphone 300 and 600 series telephones must have a CONNECT button to have message waiting.
- You must use the ROLMphone 120 button table to configure the ROLMdial S100 device. Configure DATA in the FEAT field next to the BTN 2 field.

8.8.2.2 BUTTON Screen Field Descriptions

The fields are described as follows:

PHONE TYPE This is a display-only field that indicates the type of layout for this button table. The information is taken from the command line.

TABLE # If you entered CREATE BUTTON in the command line, enter a value from 1 to 32 in this field to indicate the button table number that you are configuring. Otherwise, this is a display-only field that indicates the button table number entered in the command line.

Warning: If configured, table 32 determines the button layout used during software reduced feature mode; otherwise, the system's default table is used. The system's default table permits the ROLMphone telephone's HOLD, CONNECT, and TRANSFER buttons, dial pad keys, and volume control keys, to continue working when the system is in software reduced feature mode. Refer to 8.8.2.3, "BUTTON Defaults for Software Reduced Feature Mode" on page 8-43 for the default button layouts by ROLMphone model.

BTN This is a display-only field that indicates the button number for the feature assignment. The number of buttons varies according to the ROLMphone model:

- 1 to 10 buttons for a ROLMphone 120, 312, and 612
- 1 to 22 buttons for a ROLMphone 240
- 1 to 38 buttons for a ROLMphone 400
- 1 to 22 buttons for a ROLMphone 624
- 1 to 42 buttons for a ROLMphone 612K and 624K

  Note: Button numbers 11 through 22 do *not* appear on the faceplate of the ROLMphone 612K. (See Figure 8-22 on page 8-40 and Figure 8-33 on page 8-66.)

FEAT Enter a 3- to 5-character mnemonic for the feature you want to assign to this button. Table 8-3 on page 8-31 contains a list and description of the mnemonics.

If you enter a question mark (?), the 9751 CBX displays a complete list of mnemonics.

INDX Enter the index number for the assigned feature if required. The following features require index numbers:

LINE Enter the line number. The line number corresponds to the index number, depending on the ROLMphone model:

- ROLMphone 120 and 312: The index number is 1.
- ROLMphone 240 and 624: The index numbers are 1 through 11.
- ROLMphone 612: The index numbers are 1 through 10.
- ROLMphone 400, 612K, and 624K: The index numbers are 1 through 29.

EXTAD Enter the station speed (extension autodial) index number (1 to 9).

SPELL Enter the system speed (system autodial) index number (1 to 999 or 1 to 9999).[8]

[8] System parameter FOUR_DIG_SYS_SPD determines whether there can be 999 or 9999 system speed numbers.

SYSAD Enter the system speed (system autodial) index number (1 to 999 or 1 to 9999).[8]

REPDL Enter the REPDIAL button index (1 to 37).

(Although there is a maximum of 40 REPDIAL buttons, two are allocated for volume buttons, and one is allocated for a line button.)

8.8.2.3 BUTTON Defaults for Software Reduced Feature Mode

Software reduced feature mode lets a ROLMphone operate in a limited capacity during certain malfunctions of the 9751 CBX. There are two possible button table layouts:

- If configured, table 32 determines the button layout used during software reduced feature mode.
- If BUTTON table 32 is *not* configured, the system's default table permits the ROLMphone telephone's HOLD, CONNECT, and TRANSFER buttons, dial pad keys, and volume control keys, to continue working when the system is in software reduced feature mode.

On a ROLMphone 120, 240, or 400:

- The HOLD, CONNECT, and TRANSFER buttons default to the positions shown in Figure 8-25 on page 8-44.
- Up to four of the lower-left line buttons function as line keys.

On a ROLMphone 300 or 600 series telephone:

- The TRANSFER, CONNECT, and HOLD buttons default to the positions shown in Figure 8-26 on page 8-45.
- Up to four of the lower-left line buttons function as line keys.

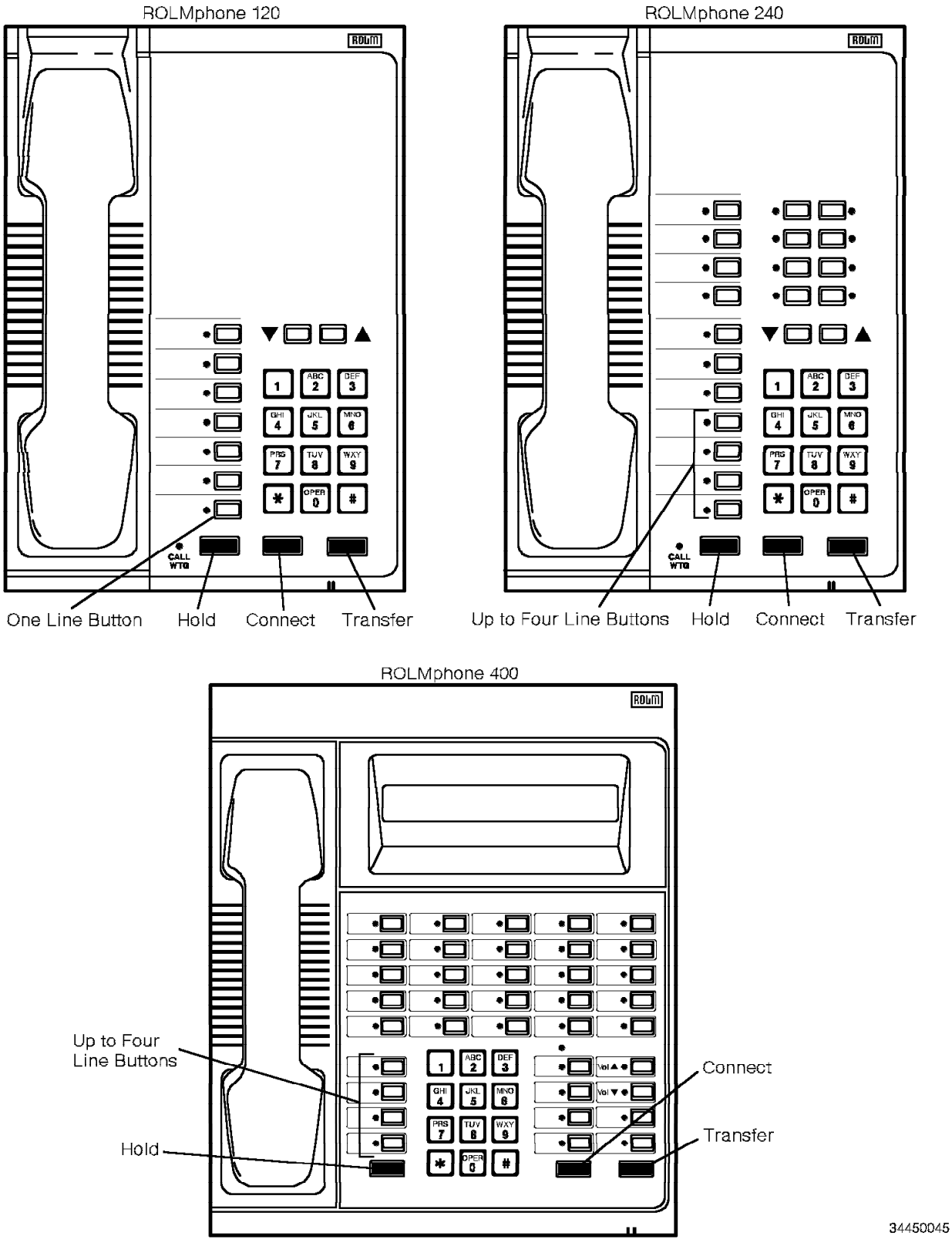


Figure 8-25. ROLMphone 120, 240, and 400 Default Button Layouts for Software Reduced Feature Mode

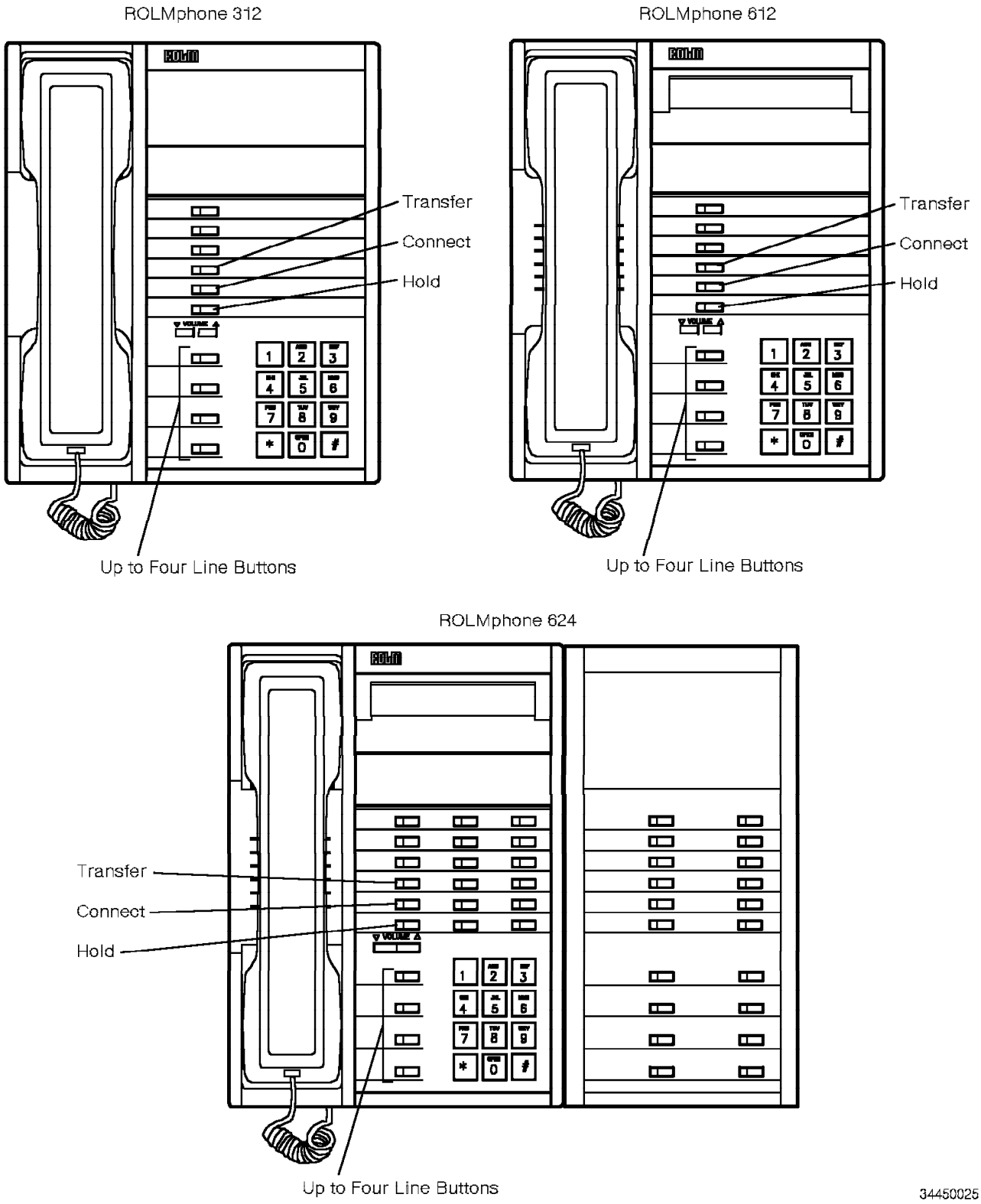


Figure 8-26. ROLMphone 312, 612, and 624 Default Button Layouts for Software Reduced Feature Mode

8.8.2.4 Feature Button Validity Checks

During initial ROLMphone feature button configuration, the 9751 CBX performs the following validity checks:

- That you have configured at least 1 line button per ROLMphone.
- That you have configured:
  - Only 1 line button per ROLMphone 120 and 300 series telephone
  - No more than 11 line buttons on the ROLMphone 240 and 624
  - No more than 10 line buttons on the ROLMphone 612
  - No more than 29 line buttons on the ROLMphone 400, 612K, and 624K
- That you have used only button indexes 1 through 37 for REPDIAL.
- That you have not duplicated REPDIAL button indexes.
- That you have not configured a feature requiring an LED on a button without an LED.
- All line numbers are sequential.

After initial configuration the 9751 CBX does not check if you have configured the appropriate number of lines, the correct number of REPDIAL buttons, or a speaker button. Therefore, it is recommended that you use the following procedure when in the MODIFY mode to ensure consistency between the button tables and the ROLMphone database:

- Find a spare button table index not used anywhere in the system by entering the following command:

  LIST BUTTON ALL

- Create or modify this spare button table to the desired configuration.
- Find all the ROLMphone telephones that reference the original button table by entering the following command:

  LIST RPS_ON xxx <table number>

- Call up the RP database screen and modify the button table index number for each ROLMphone telephone listed. You might also have to modify some of the fields to avoid inconsistencies.
- Use the following command again to verify that no records refer to the previous button table:

  LIST RPS_ON xxx <table number>

Refer to 8.8.2.1, “Configuring the BUTTON Screen” on page 8-41 for further information on configuring ROLMphone feature button tables.

8.9 MAP for a ROLMphone Telephone

The MAP database contains the location information of all station equipment. Once ROLMphone button tables have been created, you can configure ROLMphone stations. To determine the PADs of the ROLMlink interface (RLI) districts, or to find out what is configured at a specific PAD, use the following command to display the MAP database:

LIST MAP <physical address> or <ALL>

Figure 8-27 is an example of an RLI district as appears in the MAP database of a Model 10.

```
COMMAND:  LIST MAP 0308

   HwMAP DISTRICT
     PAD   TYPE    SL TYPE
   ------- ------  -- ------
DS 01/0308 UNI     8  RLI
```

Figure 8-27. PAD of an RLI District in the MAP Database of a Model 10

Refer to 2.2, “MAP for Model 10 Systems” on page 2-8 and 3.2, “MAP for Model 40, 50, and 70 Systems” on page 3-8 for further information on the MAP command.

8.10 RPS_ON

Use the RPS_ON command to obtain a list of all the ROLMphone telephones that are assigned to a particular button table.

8.10.1 Command Line

The following commands function in the RPS_ON screen:

COUNT RPS_ON <telephone type> <button table 1 to 32 or ALL>
LIST

In the command line, <telephone type> can be any of the following:

- 120
- 240
- 312
- 400
- 612
- 624
- 612K
- 624K
- ALL

Important Note: Do not use these commands during heavy usage periods.

8.10.2 RPS_ON Screen

The RPS_ON screen is shown in Figure 8-28.

```
COMMAND:  LIST RPS_ON 120 1..4
SEARCH BEGINNING...
CHECKING FOR BUTTON TABLE 1...
CHECKING FOR ROLMPHONES THAT USE BUTTON TABLE 1...


            RLID         REF  TBL BUZZ             SPKR
   PAD      TYPE    DATA NO.  NO. INTERCOM VOICE C PHONE EXTN 1  R MW BI
   --------- ------- -    ---- --  -------  ------- -     ------- - -  -
DS 01/010603 RP120   N    0    1                   N     25791   Y Y  Y
CHECKING FOR BUTTON TABLE 2...
BUTTON TABLE 2 NOT CONFIGURED.
CHECKING FOR BUTTON TABLE 3...
CHECKING FOR ROLMPHONES THAT USE BUTTON TABLE 3...

            RLID         REF  TBL BUZZ             SPKR
   PAD      TYPE    DATA NO.  NO. INTERCOM VOICE C PHONE EXTN 1  R MW BI
   --------- ------- -    ---- --  -------  ------- -     ------- - -  -
DS 01/010605 RP120   N    0    3                   N     22122   Y Y  Y
CHECKING FOR BUTTON TABLE 4...
BUTTON TABLE 4 NOT CONFIGURED.
SEARCH COMPLETE.
```

Figure 8-28. Sample RPS_ON Screen

8.11 RP

Use the RP command to configure ROLMphone telephones. You must configure the ROLMphone feature button tables before assigning them to the ROLMphone stations.

Each channel assignment accommodates only 1 line extension per ROLMphone 120 and 300, up to 10 line extensions per ROLMphone 612, up to 11 line extensions per ROLMphone 240 and 624, and up to 29 lines extensions per ROLMphone 400, 612K, and 624K.

8.11.1 Command Line

The following commands function in the RP screen.

```
COUNT    RP   <physical address or ALL>
CREATE
DELETE
LIST
MODIFY
```

The RP database cannot be modified if the ROLMphone telephones are in use.

In the command line, <physical address> can be a PAD, PAD list, or PAD range. The PAD format is ***nn/xxyyzz***, where:

- ***nn*** is the node number
- ***xx*** is the shelf number
- ***yy*** is the slot number
- ***zz*** is the channel number

8.11.2 RP Screen

Figure 8-29 shows the command used to create a new ROLMphone extension.

```
COMMAND:  CREATE RP ALL

                    D V                              S
                    A M                              P                    ACD
             RLID   T O   REF  TBL BUZZ              K D                  BSY HR
   PAD       TYPE   A D   NO.  NO. INTERCM  VOICE C R T EXTN 1  R MW BI USAGE%
   --------- ------- - --- ---- --  -------  ------- - - ------- - -  -  -
DF >         >       ? ?   0    ?                    ? N >       Y Y  Y  ?
CR 01/010801 RP240E  Y RL  0    2            4452    N N 3456    Y Y  N  75

   CLLD
   NAME

   _
DF Y
CR N

        DATALINE
        NUMBER         COMMENTS
        -------        ----------------------
DF      ?
CR      3556           ACD AGENT

                 V              V              V              V
                 S              S              S              S
    #¢S   EXTN   I R MW BI EXTN   I R MW BI EXTN   I R MW BI EXTN   I R MW BI
   ------ ------- - - -  -  ------ - - -  -  ------- - - -  -  ------- - - -  -

DF >             Y N N  N        Y N N  N         Y N N  N         Y N N  N
CR 2..3   3556   Y
```

Figure 8-29. Sample RP Screen in a System with Software Release 9005.6.82 and Above

8.11.2.1 RP Screen Field Descriptions

The fields are described as follows:

PAD If you entered ALL in the command line, the system enters the first available channel in this field and places the cursor in the RLID TYPE field. Otherwise, the PAD you entered in the command line is entered in this field.

RLID TYPE This field is used to determine the display of a ROLMlink device (for example, in the hardware error table).

Enter a 1- to 7-character mnemonic for the type of ROLMphone you are configuring. Valid entries are as follows:

CYPRESS Cypress personal communications terminal or ROLMphone 244PC.

Note: The system must contain a T1 digital network (T1DN) card with firmware Version 43 or above for the Cypress terminal's CAMP repdial key to work properly.

DATA Data-only device, such as a CLM, an RMDCM, an ARMDCM, an ADCM.

JUNIPER Juniper and Juniper II personal communications complements.

RP120 ROLMphone 120

RP120DO ROLMphone 120 data only (without voice functionality)

RP240 ROLMphone 240

RP240B ROLMphone 240 Basic without speakerphone

RP240E ROLMphone 240E (enhanced model with display)[9]

RP244PC ROLMphone 244PC

RP312 ROLMphone 312

RP312L ROLMphone 312 with a liquid crystal display (LCD)

RP400 ROLMphone 400

RP400V2 ROLMphone 400 Version 2[9]

RP612 ROLMphone 612

RP612<*xxxx*>

ROLMphone 612 with one or more options. In the valid entry, <***xxxx***> is one or more of the following values:

S Speakerphone

L LCD

D Data communications option (DCO)

K Keyboard expansion option (KEO)

RP624 ROLMphone 624

RP624<*xxxx*>

ROLMphone 624 with one or more options. In the valid entry, <***xxxx***> is one or more of the following values:

S Speakerphone

L LCD

[9] RP240E and RP400V2 are valid values in a system with software Release 9005.0.30 and above.

D DCO

K KEO

If you entered the LIST RP ALL command, the following values appear if configured:

PMI PhoneMail attached processor interface (ROLMlink channel for the PhoneMail system).

RPRD100 **Software Release 9005.2.79 and Above:** ROLMlink channel for the ROLMdial S100 device. RPRD100 appears in this field after the RD100 screen is created. Refer to 11.21, "RD100" on page 11-73 for more information.

DATA This field applies only to a device with the data communications module (DCM) or the DCO.

Enter Y if you are configuring a data line on this channel; enter N if you are not. If you enter Y, you will be prompted for a data line number.

The default depends on the value entered in the RLID TYPE field.

VMOD **Software Release 9005.2.77 and Above:** This field's possible values depend on the value in the RLID TYPE field as listed in Table 8-4.

Table 8-4. VMOD Field Possible Values

RLID TYPE Field	VMOD Field Possible Values
RP612***xx***D***y*** RP624***xx***D***y*** where, ***xx*** is: • **S** (speakerphone) • **L** (LCD) • blank ***y*** is: • **K** (KEO) • blank	Enter one of the following: **CY** Cypress protocol **RL** ROLMlink protocol The default is CY.
Other ROLMlink devices	The system enters RL in this field and skips it.
CYPRESS, JUNIPER, RP244PC	The system enters CY in this field and skips it.
DATA, PMI	The system leaves this field blank and skips it.

REF NO. Reference number. This is an optional field. Enter up to four digits (0 to 9999) as a comment referring to information sources such as a definition sheet, a cable number, a floor number, a jack number, or an office number. This stored number is displayed on the screen but is not used by the 9751 CBX. The default is 0.

TBL NO. Enter the number of the feature button table for the type of ROLMphone telephone you are configuring. Valid entries are 1 to 32. The default is 1. You must configure the feature button table before entering the number in this field.

If the RLID TYPE field is DATA, the system skips this field.

Software Release 9005.2.77 and Above: The system skips this field if CY appears in the VMOD field.

BUZZ INTERCM

Enter the 1- to 7-digit extension number the 9751 CBX accesses when the BUZZ or the AINTC (auto intercom) button on the ROLMphone telephone is pressed.

The number you enter must be a valid ROLMphone extension number defined in the FIRST_DIGIT table.

Software Release 9005.6.80 and Above with CorNet-N: This can be a remote extension.

VOICE C Enter the 1- to 7-digit extension number to which your customer can make a one-way announcement.

Software Release 9005.6.80 and Above with CorNet-N: This can be a remote extension.

Notes:

- The ROLMphone must have a voice call button.
- The number you enter must be a valid ROLMphone extension number that complies with the FIRST_DIGIT table.

If the RLID TYPE field is DATA, the system skips this field.

SPKR This field applies to ROLMphone telephones with the speakerphone option. Enter Y if you want the speakerphone option; enter N if you do not.

If the ROLMphone has a speakerphone, the default is Y; otherwise, the default is N.

Note: If you enter Y, you must have a SPKR button in the feature button table.

D T This field indicates whether or not the ROLMphone station test is disabled. Enter Y to disable the test; enter N to indicate the test is enabled. The default is N.

This field only applies to voice tests. It does not disable data line tests. If the RLID TYPE field is DATA or PMI, the system skips this field and leaves it blank.

EXTN 1 Enter the 1- to 7-digit primary extension number assigned to this ROLMphone. (Line 1 is the primary extension number.)

If you enter an extension number that has not yet been configured, the system automatically provides the EXTEN screen when the SLI screen is complete. The EXTEN screen is shown in Figure 8-30 on page 8-56.

Notes:

- The number you enter in this field must be a valid number defined in the FIRST_DIGIT table.
- You can define only one line extension for each ROLMphone 120.

If the RLID TYPE field is DATA, the system skips this field.

Note: Extensions cannot span nodes. ROLMphone telephones with shared extensions must be in the same node.

R Ring. Enter Y if the ROLMphone telephone is to ring when this extension is called; enter N if the ROLMphone telephone is not to ring. The default is Y for extension 1 and N for all others.

If the RLID TYPE field is DATA, the system skips this field.

MW Enter Y if you want the message waiting indicator to light when the extension has received a message. Enter N if you do not want the message waiting indicator to light, or if the extension is not a message waiting target. The default is Y for extension 1 and N for all others.

If the RLID TYPE field is DATA, the system skips this field.

BI Enter Y if this extension number can receive buzz/intercom calls or if it will be the target of a manually dialed intercom call. Otherwise, enter N. The default is Y for extension 1 and N for all others.

If the RLID TYPE field is DATA, the system skips this field.

ACD BSY HR USAGE%

Software Release 9005.2.77 and Above: This field appears only in systems with ACD.

This field indicates the busy-hours usage percentage level of the ACD telephones. Enter one of the following:

25 The ACD telephones have a low busy-hours usage level. This level corresponds to 6 centum calls per second (CCS).

50 The ACD telephones are moderately active. This level corresponds to 12 CCS.

75 The ACD telephones are highly active. This level corresponds to 18 CCS.

100 The ACD telephones are fully active. This level corresponds to 25 CCS.

The default is 100.

This field is skipped when the RLID TYPE field is DATA.

Each station is assigned 7 CCS per busy hour for voice traffic. Each station is able to handle traffic up to 32 CCS per hour, depending on the system′s configuration.

If the system displays a message that indicates there are problems, refer to the systems engineer.

The following field appears only if:

- The system has the called name display feature and the ROLMphone has an LCD
- The device uses Cypress protocol (VMOD field is CY).

CLLD NAME This field applies only to telephones with display capability.

Enter Y:

- To display the calling extension number and name on the second line of the originating telephone display, the display name must be configured in the EXTEN database. If the name is not configured in the EXTEN database, only the calling number is displayed.
- If the DNIS calling number identification is to be displayed.[10]

Enter N and the calling number and name will not be displayed.

The default is N.

The following fields appear only if the configured device has data.

DATALINE NUMBER

Enter a 1- to 7-digit data line number, beginning with a valid first digit as defined in the FIRST_DIGIT table.

COMMENTS Entries in this field are for information only; no data entry is required. Enter information regarding this data line. Entries can be up to 24 alphanumeric characters.

Note: ARMDCM channels A and B should be configured sequentially. When configuring an ARMDCM channel, always use the COMMENTS field to enter information about the other ARMDCM channel. See Figure 11-21 on page 11-56 and Figure 11-22 on page 11-57 for more specific information.

[10] Refer to Chapter 14, “Dialed Number Identification Service” for more information.

#′S The system displays line numbers in this field if the BUTTON table indicates that the device has additional lines that need to be configured.

EXTN Enter secondary extensions. If the VMOD field contains CY, you can enter up to three extensions. If the VMOD field is changed from RL to CY, only the first three extensions are retained.

VSI **Software Release 9005.6.82 and Above** Enter Y to configure a secondary line button as a visual station indicator (VSI); otherwise, enter N. When Y appears in this field, the system skips the remaining fields and leaves them blank.

R Ring. Enter Y if the secondary extension should ring when it is called; otherwise, enter N.

If the RLID TYPE field is DATA, the system skips this field.

Software Release 9005.6.82 and Above: If the VSI field is Y, enter N in this field.

MW Enter Y if the secondary extension′s indicator should light when a message is received.

Enter N if you do not want the message waiting indicator to light, or if this device is not a message waiting target.

BI Enter Y if the secondary extension should receive buzz/intercom calls; otherwise, enter N.

8.12 EXTEN for ROLMphone Telephones

When you create a ROLMphone extension using the CREATE RP command and the extension has not yet been defined in the 9751 CBX, the EXTEN screen appears. Use the EXTEN screen to configure ROLMphone attributes.

8.12.1 Command Line

The following commands function in the EXTEN screen:

COUNT EXTEN <extension number or ALL>
CREATE
DELETE
LIST
MODIFY

In the command line, <extension number> is a 1- to 7-digit extension number.

Warning: Use the DELETE EXTEN command carefully. If you delete an extension using this command, you will remove it from the software *and* the hardware. If you want to keep the extension in software, delete the hardware in the RP database using the DELETE RP <physical address> command. You cannot exchange extensions in software. The DELETE EXTEN command does not delete the extension number from the SYSTEM FORWARDING TARGET fields.

8.12.2 EXTEN Screen for ROLMphone Telephones

Figure 8-30 shows an example of the EXTEN screen that is used to configure unique ROLMphone extensions. These fields permit you to set extension attributes for an extension number not yet defined in the 9751 CBX.

```
COMMAND:  CREATE EXTEN 5101

                                                    FORWARD  ON
                         SYSTEM       FORWARDING    BSY RNA DND
   EXTN    TYPE COS TARGET 1 TARGET 2 TARGET 3 TARGET 4 I E I E I E RINGDOWN
   ------- ---  --- -------- -------- -------- -------- - - - - - - --------
DF >       >    0                                      - - - - - -
CR 5101    EXT  50                                     - - - - - -

   ACD  NAME
    -   ----------------
DF  N
CR  Y
```

Figure 8-30. Sample EXTEN Screen for ROLMphone Telephones in a System with Software Release 9005.1.73 and Above

Software Release 9005.1.60 and Below: There can be up to two forwarding targets.

Software Release 9005.1.73 and Above: There can be up to four forwarding targets.

8.12.2.1 Configuring the EXTEN Screen for ROLMphones

Complete the fields on the screen as follows:

EXTN If you entered the EXTEN screen through the RP screen, the system enters the value from the EXTN 1 field of the RP screen (shown in Figure 8-29 on page 8-50) into this field. Otherwise, this field contains the extension number entered in the command line.

TYPE Enter EXT for a ROLMphone telephone.

COS Enter the class of service (0 to 63) of the extension number. The default is 0. (This is limited by system parameter NUMCOS.)

SYSTEM FORWARDING TARGET 1, TARGET 2, TARGET 3, TARGET 4

Software Release 9005.1.60 and Below: There can be up to two forwarding targets.

Software Release 9005.1.73 and Above: There can be up to four forwarding targets.

Enter the target numbers that calls are forwarded to under the following conditions:

BSY Busy – for internal calls, external calls, or both

RNA Ring-no-answer – for internal calls, external calls, or both

DND Do not disturb – for internal calls, external calls, or both

The default for the field is no forwarding targets.

Enter the target numbers, which can be:

- A 1- to 7-digit extension
- An 8-digit external number (1-digit access code plus 7-digit number)
- A system speed number in the form # 6 x x x, which can be used for off-system numbers when more than 8 digits are needed
- A pilot number
- A PhoneMail system forwarded access number
- A remote extension[11]

This field does not apply to extensions that have ATC, CHI, FAX, MOD, MPL, MUS, or REC in the TYPE field.

[11] Software Release 9005.6.80 and Above with CorNet-N: This can be a remote extension.

FORWARD ON BSY RNA DND

Enter the forwarding target (target 1, 2, 3, or 4) or no target (N or –) that should receive internal or external calls on BSY, RNA, and DND. The default is no forwarding target.

I Internal. Internal calls from callers using:

- ROLMphone, single-line, and OPS (including tie OPX) telephones
- DISA

E External. External calls from:

- Attendants
- All tie trunks *except*:
  - Those with a TKGP TYPE of SAT or VLSAT
  - When system parameter TIE_DEFINITION is INTERNAL.
- All DID trunks
- Direct trunks on hold that time-out and begin ringing
- Dedicated direct trunks

Enter one of the following in the I (internal) call and E (external) call fields:

1 Target 1 is the forwarding target.

2 Target 2 is the forwarding target.

3 Target 3 is the forwarding target.[12]

4 Target 4 is the forwarding target.[12]

There is no entry in this field for extensions such as CHI, FAX, MOD, MPL, MUS, or REC.

A forwarding target under DND can only be for extension type EXT.

Note: Station forwarding overrides system forwarding.

RINGDOWN Enter the number that the station is routed to when it goes off-hook. This can be:

- A previously configured 1- to 7-digit extension number
- An 8-digit external number (1-digit access plus 7-digit number)
- A system speed number in the form # 6 x x x
- A remote extension[13]

An entry in this field can only be for extension type EXT. The default is no ringdown.

Note: Ringdown to an extension number differs from off-hook intercept to an extension. The off-hook intercept occurs after initial digit time-out (determined by system parameter TMIDG), whereas ringdown occurs immediately during an off-hook condition. Also, off-hook intercept applies only to extensions with INT configured in their COSs.

ACD This field is valid only if the system has ACD.

Enter Y if the extension number (entered in the EXTN field) is that of an ACD agent; enter N if it is not. The default is N.

---

[12] Targets 3 and 4 are valid forwarding targets in a system with software Release 9005.1.73 and above.

[13] Software Release 9005.6.80 and Above with CorNet-N: This can be a remote extension.

This field's entry must be Y to enter this extension number in the ACD_MEMBER database.

NAME Enter the name of the person assigned to this extension using a maximum of 16 characters. When configured, the name entered in this field appears on ROLMphone telephones with a display capability.

8.13 FACEPLATE

You can display faceplates on a terminal or print them on-site for ROLMphone telephones. The 9751 CBX retrieves the appropriate configuration records to locate telephones that match the specified telephone type and that have PADs in the specified range and formats them into a faceplate. The 9751 CBX prints a faceplate for each successfully retrieved record. If comments are requested, the 9751 CBX enters them individually before printing each faceplate. The faceplates are tractor-feed forms and do not come with the ROLMphone telephones.

Note: You cannot print a faceplate for any device with Cypress protocol because there is no button table associated with it.

8.13.1 Displaying Faceplates on the Terminal

Display faceplates on the terminal on which you are working as follows:

1. Enter one of the following FACEPLATE commands:
   - LIST FACEPLATE <physical address>
   - LIST FACEPLATE ALL
2. Define the FACEPLATE screen (refer to 8.13.5.1, “FACEPLATE Screen Field Descriptions” on page 8-63) and enter C in the OUTPUT ? field.

   Note: The CMT? field is skipped if C is entered in the OUTPUT ? field.

8.13.2 Printing Faceplates Using the Printer Attached to the Terminal

It is possible to print faceplates using the printer attached to the terminal on which you are configuring the system (for ROLMphone 120, 240, and 400 only). If there is not a printer attached to the terminal, skip to 8.13.3, “Printing Faceplates Using the RPFP Port Printer.”

To print the faceplates, follow the procedure listed in 8.13.3, “Printing Faceplates Using the RPFP Port Printer” beginning with step 3, but note the following:

Important Notes: Due to the lack of handshaking between the terminal and the printer, only 1 to 10 faceplates should be printed this way. Since the faceplates are printed by PAD, it is possible to limit the quantity of faceplates to be printed.

8.13.3 Printing Faceplates Using the RPFP Port Printer

You must use an IBM Proprinter (or compatible with micrographics capability) with the serial port option to generate ROLMphone 300 and 600 series faceplates.

Print faceplates using the printer connected to the RPFP port as follows:

1. Set up the RPFP port using the SIO_PORTS command (refer to Chapter 30, “SMIOC Ports”). Before printing ROLMphone 300 and 600 series faceplates, ensure that the CRLFO field on the SIO_PORTS screen contains CRLF (refer to “TERMINAL CHARACTERISTICS Line” on page 30-7 for more information).
2. Set the correct terminal type based on the type of printer being used.
3. Enter one of the following FACEPLATE commands:
   - LIST FACEPLATE <physical address>
   - LIST FACEPLATE ALL

4. Define the FACEPLATE screen (refer to 8.13.5.1, “FACEPLATE Screen Field Descriptions” on page 8-63) and enter P in the OUTPUT ? field.
5. When prompted by the faceplate facility (shown in Figure 8-31 on page 8-62), load the appropriate faceplate forms (for example, ROLMphone 120) so that the first line prints in the first rectangular box at the top of the form.

   Place the forms on the tractor feeds.

   - For the ROLMphone 120 and 240 forms, position the bottom hole of the first form on the bottom tractor pin of the KSR printer.
   - For the ROLMphone 400 forms, position the top hole of the first form on the bottom tractor pin of the KSR printer.
   - For the ROLMphone 300 and 600 series forms, position the top hole of the first form on the bottom tractor pin of the IBM Proprinter.
6. Place the printer on-line.
7. Adjust the forms until the test pattern is centered.

   There are two alignment test patterns. The short pattern prints HHHHH in the rectangular box. The long pattern prints an entire faceplate.

   - Use the short alignment (S in response to the sample question) to align the boxes at the top of the faceplate.
   - Verify the alignment using the long (L in response to the sample question) faceplate sample.
8. Return the printer to the off-line state when the COMMAND: prompt returns.
9. Specify N (none) to the sample question to print the faceplates.
10. Remove the completed templates.

When prompted by the faceplate facility (shown in Figure 8-31 on page 8-62), load the appropriate faceplate forms so that the first line prints in the first rectangular box at the top of the form. Use the following procedure before starting to print:

1. Load the appropriate faceplate forms into the printer.
2. Feed the forms off-line.
3. Place the forms on the tractor feeds.

8.13.4 Command Line

The following command functions in the FACEPLATE screen:

LIST FACEPLATE <physical address or ALL>

In the command line, <physical address> can be a single PAD or a range of PADs.

An example of this command is shown in Figure 8-31.

8.13.5 FACEPLATE Screen

Figure 8-31 shows a sample FACEPLATE screen.

```
COMMAND:  LIST FACEPLATE ALL

ROLMPHONE FACEPLATE PRINTING SYSTEM

   RP       FEAT  OUTPUT  CMT  PHONE NUMBER          EXT    EAD  SAD  REPDL
   TYPE     TBL?  ?       ?    ?  PREFIX             ?      ?    ?    ?
   -------  -     -       -    -  ------------------ -      -    -    -
DF 120      Y     C       N    Y                     Y      N    N    N
CR 120      Y     P       N    Y  (408) 49          Y      N    N    N

LOAD THE TEMPLATE FOR RP120
?  S HHHHH ?  S HHHHH ?  S HHHHH ?
```

Figure 8-31. Sample FACEPLATE Screen

8.13.5.1 FACEPLATE Screen Field Descriptions

Before you define the attributes in the FACEPLATE screen, decide where you will print the faceplates. You need to specify the printer in the OUTPUT ? field, and if you will print on a printer connected to the RPFP port, you need to set up the printer before entering this screen.

Make entries on the screen as follows:

RP TYPE Enter one of the following to indicate the type of ROLMphone faceplate you want to generate:

120

240

312

400

612

612K

624

624K

Software Release 9005.2.77 and Above: ROLMphone telephone models 312, 612, 612K, 624, and 624K are available.

FEAT TBL? This field determines whether the feature access table will be printed on the faceplate. The table provides the ROLMphone user with a map of commonly used features and instructions to access them.

Enter Y or N if you are printing a faceplate for a ROLMphone 120.

The system enters N in this field and skips it if the RP TYPE field contains one of the following values:

- 240
- 312
- 400
- 612
- 612K
- 624
- 624K

OUTPUT ? This field determines whether the faceplates will be printed on the printer or displayed on the terminal. Enter one of the following:

P Enter P and the faceplate will print on the printer connected to the RPFP port.

C Enter C and the system displays the faceplate on the terminal on which you are working.

CMT ? Enter Y and the comments will be printed on the faceplate; enter N and they will not.

A Y entry causes the system to stop before printing each faceplate and to prompt for comments (up to two 30-character lines). The PAD identifies the specific ROLMphone.

If the OUTPUT ? field is C, the system skips this field.

The default is N.

PHONE NUMBER

? Enter Y if you want the telephone number to be printed on the faceplate; if not, enter N.

PREFIX If the **?** field is Y, enter the prefix number. If the **?** field is N, the system skips this field. This field permits the entry of characters and symbols; the system permits a maximum of 17 characters and symbols.

Recommendation: Limit this field to 15 characters for the ROLMphone 300 and 600 series telephones. This eliminates possible overlap with words preprinted below the dial pad.

EXT ? Enter Y to append the primary extension number to the faceplate telephone number prefix; otherwise, enter N.

EAD ? Enter Y if you want to print the index for the extension autodial buttons on the faceplate; otherwise, enter N.

SAD ? Enter Y if you want to print the index for the system autodial buttons on the faceplate; otherwise, enter N.

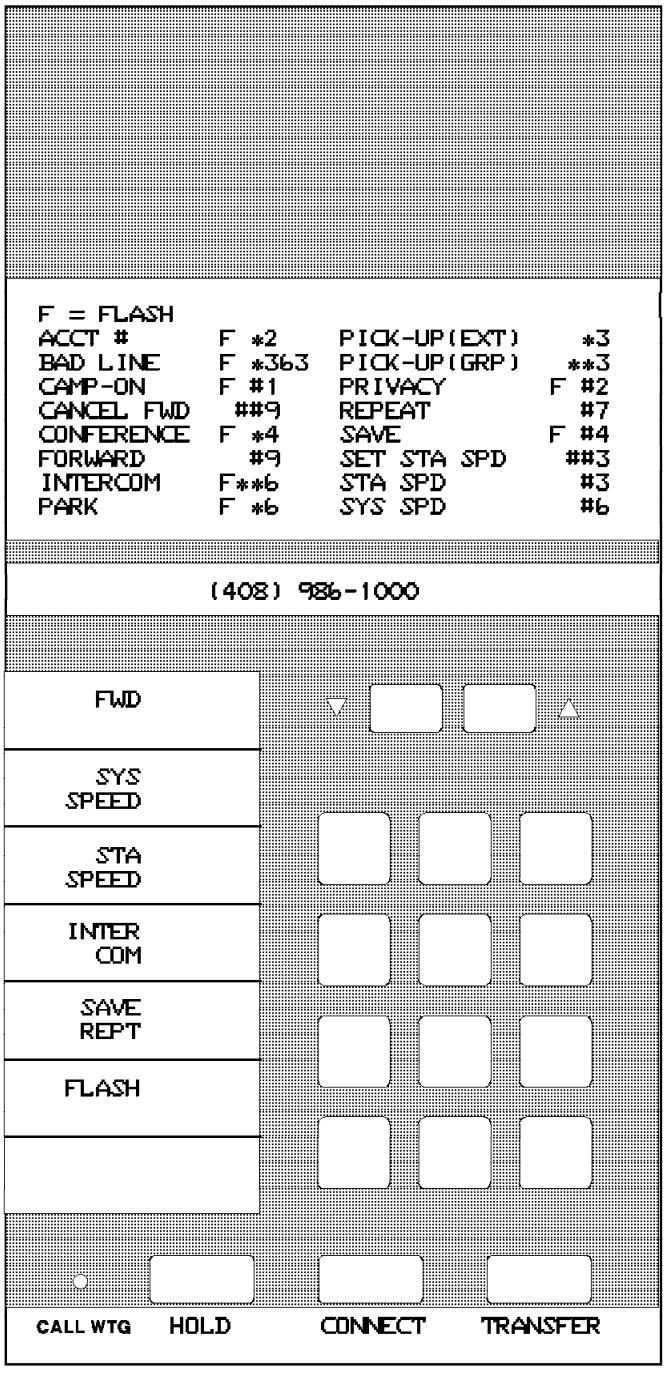
REPDL ? Enter Y if you want to print the index for the repdial buttons on the faceplate; otherwise, enter N.

If you enter Y in the EAD ?, SYSAD ?, or REPDL ? fields, the system prints them as shown following with # as the index number:

EAD	SAD	REPDL
#	#	#

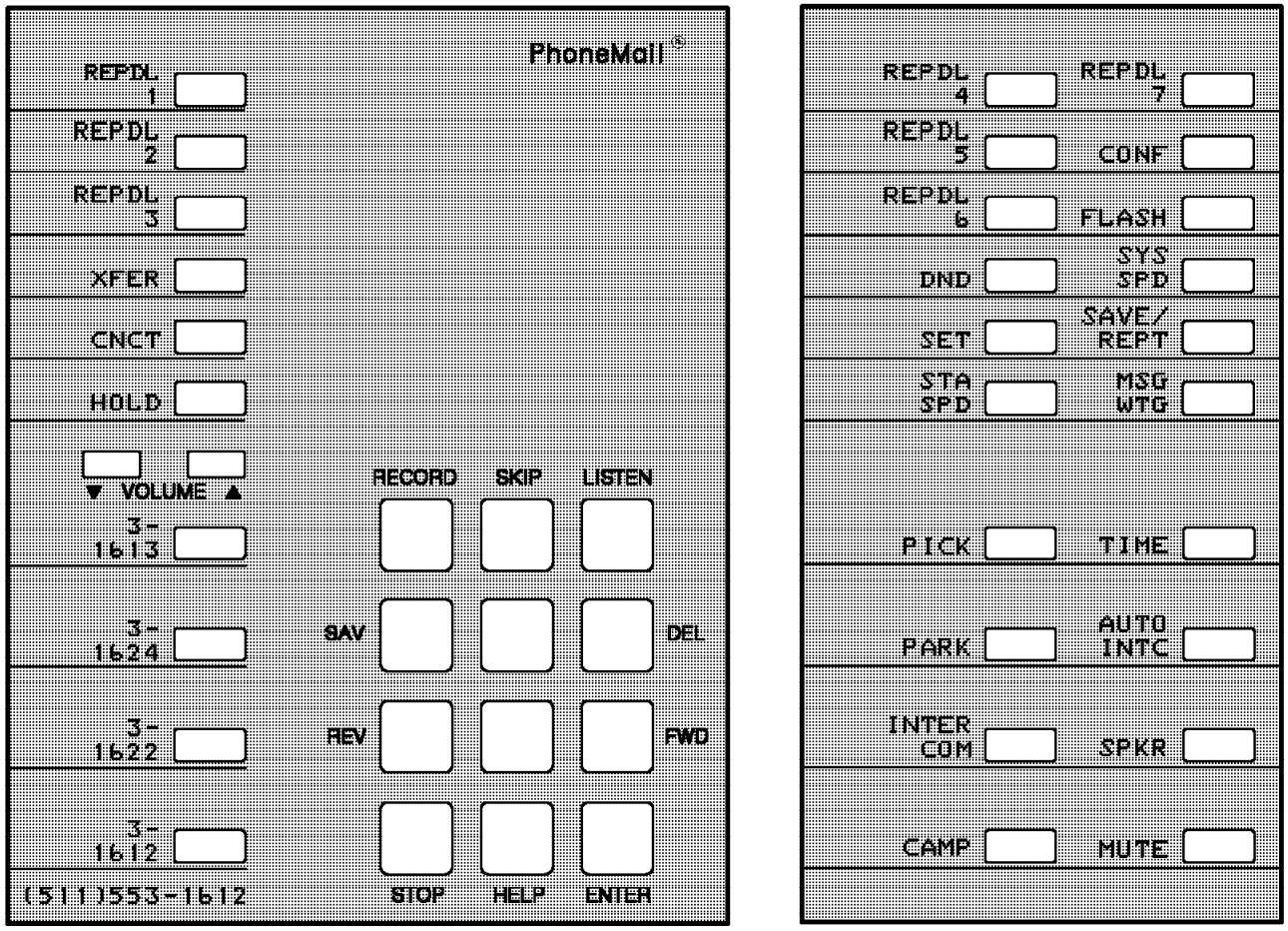
Software Release 9005.1.73 and Above: If you enter N in the REPDL ? field, the repdial mnemonic will *not* appear on the faceplate.

After you have completed data entry, the faceplate facility begins printing faceplates. Figure 8-32 on page 8-65 shows an example of a printed faceplate.



34450035

Figure 8-32. Sample ROLMphone 120 Faceplate



34450055

Figure 8-33. Sample ROLMphone 612K Faceplate

FACEPLATE Notes:

- The system uses the PHONE NUMBER and EXT ? fields to format the telephone number that appears on the faceplate. The faceplate telephone number identifies a physical telephone. The PHONE NUMBER field permits the system to print the prefix. The EXT ? field permits the system to add the primary extension to the prefix.
- If the primary extension has more than 4 digits, the system inserts a hyphen before the last 4 digits.
- If you do not want any faceplate telephone number, enter N in the PHONE NUMBER and EXT ? fields. If you want to use the primary extension as the faceplate telephone number, enter N in the PHONE NUMBER field and Y in the EXT ? field. If you want to use a system telephone number as the faceplate telephone number, enter Y in the PHONE NUMBER field and enter N in the EXT ? field. If you want a DID faceplate telephone number, enter a telephone number prefix in the PREFIX field, and enter Y in the EXT ? field.
- The system telephone number appears:
  - At the top of a ROLMphone 120 faceplate
  - At the bottom of ROLMphone 240 and 400 faceplates
  - On the lower left corner of the ROLMphone 300 and 600 series faceplates
- Examples of faceplate definition and results are listed in Table 8-5.

Table 8-5. Sample Faceplate Definition and Results

PHONE NUMBER		EXT ? Field	Resulting Faceplate Telephone Number
?	**PREFIX**		
N		N	(blank)
N		Y	1234
Y	X-	Y	X-1234
Y	(408) 986-1000	N	(408) 986-1000
Y	(408) 986-	Y	(408) 986-1234
Y	(408) 986-1000 X	Y	(408) 986-1000 x1234

Software Releases 9005.1.73, 9005.1.75, and 9005.2.77: If, when the faceplate prints, the extension number has more than 4 digits, it is converted to the ***xxx*** – ***yyyy*** format, where ***xxx*** – prints on the first line and ***yyyy*** prints on the second line. For example:

xxx-
yyyy

Software Release 9005.2.78 and Above: Set system parameter FP_FIVE_DIGIT_EXT to Y and, when the faceplate prints, a 5-digit extension number prints on one line. For example:

xyyyy

If system parameter FP_FIVE_DIGIT_EXT is N, the faceplate prints as with Release 9005.2.77.

Chapter 10. Software Groups

This chapter describes each software group in the 9751 computerized branch exchange (CBX) and then explains how to configure the groups in the 9751 CBX software.

10.1 Communication Groups 10-3
10.1.1 Command Line 10-3
10.1.2 COM_GROUP Screen for Small Com Groups 10-4
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10.1 Communication Groups

A communication (com) group permits individuals in a department or common work group to call each other by dialing fewer digits than the extension number. Members of com groups can be in different nodes. However, an extension can be a member of only one com group. Com code calls have a distinctive ringing signal and will override do not disturb or station forwarding.

Users can reach a member of their com group by:

- Dialing the com access code (usually a 1) and then dialing a com index number
- Pressing the INTCM button on a ROLMphone telephone and dialing the com access code (usually a 1) and then dialing a com index number

Com groups in the 9751 CBX are divided into small and large categories:

- Small com groups contain up to 10 members. The members call each other by dialing a 1-digit access code plus a 1-digit index number. Figure 10-1 on page 10-4 shows an example of the small com group as displayed in the COM_GROUP screen.
- Large com groups contain up to 100 members. The members call each other by dialing a 1-digit access code, plus a 2-digit index number. Figure 10-2 on page 10-5 shows an example of a large com group as displayed in the COM_GROUP screen.

There can be up to 1024 com groups (large and small combined) and up to 6000 com group members per system.

Software Release 9005.6.80 and Above with CorNet-N: Com groups do not support remote extensions.

Notes:

- Modifying an extension number using the RP or SLI commands has no effect on the com group *unless* the extension is moved to a different node. In that case, modify the database for that group by line feeding through it. This permits the system to recalculate the control node.
- You must access the com group directly to delete an extension number from the group or use the DELETE EXTEN command to delete the extension from all com groups.
- If when you modify this screen the majority of group members reside on a virtual node, the control node defaults to 1 to avoid call processing interruptions. When the node is connected and receiving updates, modify the database by line feeding through it. This permits the system to recalculate the control node.

10.1.1 Command Line

The following commands function in the COM_GROUP screen:

```
COUNT    COM_GROUP   <group number or ALL>
CREATE
DELETE
LIST
MODIFY
```

10.1.2 COM_GROUP Screen for Small Com Groups

Figure 10-1 shows a sample COM_GROUP screen for a small com group. According to this example, to dial extension 5360, the user dials the com feature access code 1, then the com index number 0.

```
COMMAND:  CREATE COM_GROUP ALL

       COM GROUP            COM GROUP
        NUMBER                SIZE
        ------                ----
CR      1                     S


                      COM INDEX

         0       1       2       3       4
       -----   -----   -----   -----   -----
CR     5360    5361    5362

                      COM INDEX
         5       6       7       8       9
       -----   -----   -----   -----   -----
CR
```

Figure 10-1. Small COM_GROUP Screen

10.1.2.1 Configuring the COM_GROUP Screen for a Small Com Group

Configure each field on the small COM_GROUP configuration screen as follows:

COM GROUP NUMBER If you entered ALL in the command line, the system enters the next available group number that has not been configured. Otherwise, the group number you entered in the command line is entered in this field. Up to 1024 com groups can be configured.

COM GROUP SIZE Enter S for small com group.

COM INDEX Enter the extension number of the station equipment that belongs to this com group. These numbers must already be configured on a ROLMphone or single-line telephone.

Note: Do *not* enter an attendant console extension or a pilot number in this field.

10.1.3 COM_GROUP Screen for Large Com Groups

Figure 10-2 shows a sample COM_GROUP screen for a large com group.

```
COMMAND:  CREATE COM_GROUP ALL

       COM GROUP            COM GROUP
        NUMBER                SIZE
        ------                ----
CR      1                     L


    COM INDEX
   1ST   2ND DIGIT
   DIG      0         1         2         3         4
    -     -----     -----     -----     -----     -----
CR  0
CR  1     5110      5111      2102
CR  2     5210      5211      2201
CR  3     5310      5311      2301
CR  4
CR  5
CR  6
CR  7
CR  8
CR  9


    COM INDEX
   1ST   2ND DIGIT
   DIG      5         6         7         8         9
    -     -----     -----     -----     -----     -----
CR  0
CR  1
CR  2
CR  3
CR  4
CR  5
CR  6
CR  7
CR  8
CR  9
```

Figure 10-2. Large COM_GROUP Screen

10.1.3.1 Configuring the COM_GROUP Screen for a Large Com Group

Configure each field on the large COM_GROUP configuration screen as follows:

COM GROUP NUMBER If you entered ALL in the command line, the system enters the next available group number that has not been configured. Otherwise, the group number you entered in the command line is entered in this field.

Up to 1024 groups can be configured.

COM GROUP SIZE Enter L for large com group.

COM INDEX Enter the extension number of the station equipment that belongs to this com group. These numbers must already be configured on a ROLMphone or single-line telephone.

Note: Do *not* enter an attendant console extension or a pilot number in this field.

10.2 Pick Groups

A pick group permits its members to answer the extension of any other member of that group. A member of a pick group can answer another member's ringing phone, without knowing the extension number, by entering * * 3 or pressing the PICK button twice in succession.

A pick group consists of up to 50 extension numbers. You do not have to place the extensions in any particular order, but you can assign an extension to only one pick group. You can assign pick group members to different nodes.

Software Release 9005.6.80 and Above with CorNet-N: Pick groups do not support remote extensions.

Note: Modifying an extension number using the RP or SLI commands has no effect on the pick group. You must access the pick group directly to delete an extension number from the group or use the DELETE EXTEN command to delete the extension from all pick groups.

10.2.1 Command Line

The following commands function in the PICK screen:

```
COUNT    PICK   <1 to 1024 or ALL>
CREATE
DELETE
LIST
MODIFY
```

10.2.2 PICK Screen

Figure 10-3 shows a sample PICK screen in CREATE mode.

```
COMMAND:  CREATE PICK ALL

    PICK-UP
    GROUP #    EXTN      EXTN      EXTN      EXTN      EXTN
    -------    ----      ----      ----      ----      ----
CR
```

Figure 10-3. Sample PICK Screen

10.2.2.1 PICK Screen Field Descriptions

The fields are described as follows:

PICK-UP GROUP #

If you entered ALL in the command line, enter the desired 1- to 4-digit group number (1 to 1024) used to identify the pick group. Otherwise, the number you entered in the command line is entered in this field.

EXTN

Enter up to 50 extension numbers (1- to 7-digits) per group. You can assign an extension to only one pick group. These numbers must already be configured on a ROLMphone or single-line telephone.

Note: Do *not* enter an attendant console extension or a pilot number in this field.

10.3 Hunt Groups

The hunt group feature is commonly used for departments, such as purchasing, in which any department member can accept an incoming call. A hunt group pilot number is a software extension that identifies a hunt group. An incoming call to a specific hunt group pilot number is routed to the first listed member extension that is not busy. In general, the extensions of the most experienced persons are listed first in a hunt group.

A hunt group can consist of up to 48 extensions. An extension can be in more than one hunt group. A 9751 CBX can have a total of 1024 hunt and distribution groups. You can assign hunt group members to different nodes.

A user calling a hunt group cannot queue or connect to recording devices.

If a user plans to be away from his telephone, he must place his station in do not disturb (DND) mode or station forward it to another extension in that group. This prevents a caller from getting a continuous ring-no-answer.

Software Release 9005.6.80 and Above with CorNet-N: Hunt groups do not support remote extensions.

Notes:

- Modifying an extension number using the RP or SLI commands has no effect on the hunt group *unless* the extension is moved to a different node. In that case, modify the database for that group by line feeding through it. This permits the system to recalculate the control node.
- You must access the hunt group directly to delete an extension number from the group or use the DELETE EXTEN command to delete the extension from all hunt groups.
- If when you modify this screen the majority of group members reside on a virtual node, the control node defaults to 1 to avoid call processing interruptions. When the node is connected and receiving updates, modify the database by line feeding through it. This permits the system to recalculate the control node.

10.3.1 Command Line

The following commands function in the HD_GROUP screen:

COUNT HD_GROUP <pilot number or ALL>
CREATE
DELETE
LIST
MODIFY

10.3.2 HD_GROUP Screen for Hunt Groups

Figure 10-4 shows a sample HD_GROUP screen in CREATE mode.

```
COMMAND:  CREATE HD_GROUP ALL

    PILOT       GROUP     GROUP        FWD/BUSY
     NO.         NO.      TYPE   COS   C    NUMBER  COMMENTS
    -------     ----      -      ---   -    ------  ----------------
DF  >           >         H      0     N    ?
CR  5200        2         H      0     N            ORDERING DEPT

    EXTN   EXTN   EXTN   EXTN   EXTN   EXTN   EXTN   EXTN
    ------ ------ ------ ------ ------ ------ ------ ------
CR  5210   5211   2201   5201
```

Figure 10-4. Sample HD_GROUP Configuration Screen for Hunt Groups in a System with Software Release 9005.6.81 and Above

10.3.2.1 Configuring the HD_GROUP Screen for a Hunt Group

Configure each field on the HD_GROUP configuration screen as follows:

PILOT NO. If you entered ALL in the command line, enter the 1- to 7-digit extension number used to call (and identify) the hunt group. Otherwise, the number you entered in the command line is entered in this field.

This number must begin with a valid first digit as defined in the FIRST_DIGIT table (refer to Chapter 5, “First-Digit Assignments” for more information). This number must not appear anywhere else in the 9751 CBX.

GROUP NO. This number is entered by the system and is primarily used for internal record-keeping purposes. The default is the next group number that has not been configured.

GROUP TYPE Enter H. The default is H, for hunt group.

COS Enter the class of service (0 to 63) of this hunt group. This is an optional entry used by the COS_NUMBER database for intercom blocking purposes only.

The default is 0.

FWD/BUSY These fields specify the condition and target for forwarding calls when all extensions in the hunt group are busy.

C Condition. Enter the type of call to be forwarded under busy conditions:

I Internal call

E External call

B Both

N None

The default is N.

NUMBER If the C (condition) field is N, do *not* enter a number in this field. Enter the number to which calls are forwarded under busy conditions. This number may be an extension, an 8-digit external number (a 1-digit access code and a 7-digit number), a pilot number, or a system speed index (in the form # 6 x x x).

COMMENTS **Software Release 9005.6.81 and Above:** Entries in this field are for information only; no data entry is required. Enter information regarding this hunt group. Enter up to 16 alphanumeric characters in this field.

EXTN Enter up to 48 extension numbers in any order. An extension can be a member of any number of hunt groups. These numbers must already be configured on a ROLMphone or single-line telephone. You can assign hunt group members to different nodes.

Note: Do *not* enter an attendant console extension or a pilot number in this field.

10.4 Distribution Groups

A distribution group is made up of stations arranged to share the call load. A distribution pilot number is a software extension that identifies a distribution group. An incoming call to a specific distribution group's pilot number is automatically routed to the station that follows the station most recently called. In this way, calls are uniformly distributed to group members. If all stations in the group are busy, the call can be forwarded to an alternate answering facility or connected to a busy tone. If a member activates station forwarding or DND mode, that member is temporarily removed from that group.

A distribution group can consist of up to 48 extensions.

You can place an extension in any number of distribution groups and can arrange the extensions in any order. A 9751 CBX can have a total of 1024 hunt and distribution groups. You can assign distribution group members to different nodes.

A user calling a distribution group cannot queue or connect to recording devices.

If a user plans to be away from his telephone, he must place his station in DND mode or station-forward it to another extension in that group. This prevents a caller from getting a continuous ring-no-answer.

Software Release 9005.6.80 and Above with CorNet-N: Distribution groups do not support remote extensions.

Notes:

- Modifying an extension number using the RP or SLI commands has no effect on the distribution group *unless* the extension is moved to a different node. In that case, modify the database for that group by line feeding through it. This permits the system to recalculate the control node.
- You must access the distribution group directly to delete an extension number from the group or use the DELETE EXTEN command to delete the extension from all distribution groups.
- If when you modify this screen the majority of group members reside on a virtual node, the control node defaults to 1 to avoid call processing interruptions. When the node is connected and receiving updates, modify the database by line feeding through it. This permits the system to recalculate the control node.

10.4.1 Command Line

The following commands function in the HD_GROUP screen:

```
COUNT    HD_GROUP   <pilot number or ALL>
CREATE
DELETE
LIST
MODIFY
```

10.4.2 HD_GROUP Screen for Distribution Groups

Figure 10-5 shows a sample HD_GROUP screen in CREATE mode.

```
COMMAND:  CREATE HD_GROUP ALL

    PILOT       GROUP      GROUP        FWD/BUSY
     NO.         NO.       TYPE    COS  C    NUMBER  COMMENTS
    -------     ----       -       ---  -    ------  ----------------
DF  >           >          D       0    N    ?
CR  5200        2          D       0    N            CUSTOMER SVC DPT

    EXTN    EXTN    EXTN    EXTN    EXTN    EXTN    EXTN    EXTN
    ------- ------- ------- ------- ------- ------- ------- -------
CR  5210    5211    2201    5201
```

Figure 10-5. Sample HD_GROUP Configuration Screen for Distribution Groups in a System with Software Release 9005.6.81 and Above

10.4.2.1 Configuring the HD_GROUP Screen for a Distribution Group

Configure each field on the HD_GROUP configuration screen as follows:

PILOT NO. If you entered ALL in the command line, enter a 1- to 7-digit extension number used to call (and identify) the distribution group. Otherwise, the number you entered in the command line is entered in this field.

This number must begin with a valid first digit as defined in the FIRST_DIGIT table (refer to Chapter 5, “First-Digit Assignments” for more information). This number must not appear anywhere else in the 9751 CBX.

GROUP NO. This number is entered by the system and is primarily used for internal record-keeping purposes. The default is the next group number that has not been configured.

GROUP TYPE Enter D for distribution group. The default is H, for hunt group.

COS Enter the class of service (0 to 63) of this distribution group. This is an optional entry used by the COS_NUMBER database for intercom blocking purposes only.

The default is 0.

FWD/BUSY These fields specify the condition and target for forwarding calls when all extensions in the distribution group are busy.

C Condition. Enter the type of call to be forwarded to the pilot number under busy conditions:

I Internal call

E External call

B Both

N None

The default is N.

NUMBER If the C (condition) field is N, do *not* enter a number in this field. Enter the number to which calls are forwarded under busy conditions. This number can be an extension, an 8-digit external number (a 1-digit access

code and a 7-digit number), a pilot number, or a system speed index (in the form # 6 x x x).

COMMENTS **Software Release 9005.6.81 and Above:** Entries in this field are for information only; no data entry is required. Enter information regarding this distribution group. Enter up to 16 alphanumeric characters in this field.

EXTN Enter up to 48 extension numbers in any order. An extension can be a member of any number of distribution groups. These numbers must already be configured on a ROLMphone or single-line telephone. You can assign distribution group members to different nodes.

Note: Do *not* enter an attendant console extension or a pilot number in this field.

10.5 Security Groups

A security (simultaneous call) group permits you to group functionally related extensions so the 9751 CBX can ring all the telephones in that group simultaneously. This is especially useful for geographically dispersed security guards.

The security group consists of up to eight station extensions assigned to, and accessed by, a pilot number. When someone calls the pilot number, all idle extensions in the group ring simultaneously. The 9751 CBX connects the call to the first answering extension. Ringing at other extensions then stops and they can make and receive calls independently.

There are up to 50 security groups in a 9751 CBX, with up to 8 members per group.

Software Release 9005.6.83 and Above: There are up to 350 security groups in a 9751 CBX, with up to 8 members per group.

An extension can be in more than one security group. However, an attendant console or an attendant console group cannot be in a security group. You can assign security group members to different nodes.

You must assign group members to a ROLMphone or single-line telephone.

Keep in mind the following restrictions when configuring a security group:

- Users cannot camp on to a security group.
- Users cannot transfer a call to a security group pilot number.
- Users cannot use the pickup feature for a security group call.
- You cannot place pilot numbers of other groups such as hunt or distribution in a security group.
- You cannot place the security group pilot numbers in any other types of groups.
- The attendant console cannot extend a call to a security group number. The attendant can, however, dial a security group pilot number on a loop key and then join the security group with the caller who initially dialed 0.

Software Release 9005.6.80 and Above with CorNet-N: Security groups do not support remote extensions.

Note: Modifying an extension number using the RP or SLI commands has no effect on the security group. You must access the security group directly to delete an extension number from the group or use the DELETE EXTEN command to delete the extension from all security groups.

10.5.1 Command Line

The following commands function in the SECURITY_GROUP screen:

```
COUNT    SECURITY_GROUP   <pilot number or ALL>
CREATE
DELETE
LIST
MODIFY
```

10.5.2 SECURITY_GROUP Screen

Figure 10-6 shows a sample SECURITY_GROUP screen in CREATE mode.

```
COMMAND:  CREATE SECURITY_GROUP
PILOT #: 3575

                GROUP            FWD/BUSY
    PILOT#       NO.       COS   C NUMBER
    -------      ----      ---   - ------
DF  >            >         0     N ?
CR  3575         2         0     N

    EXTN    EXTN    EXTN    EXTN    EXTN    EXTN    EXTN    EXTN
    ------- ------- ------- ------- ------- ------- ------- -------
CR
```

Figure 10-6. Sample SECURITY_GROUP Configuration Screen

10.5.2.1 SECURITY_GROUP Screen Field Descriptions

The fields are described as follows:

PILOT # If you entered ALL in the command line, enter the 1- to 7-digit extension number used to call (and identify) the security group. Otherwise, the number you entered in the command line is entered in this field.

This number must begin with a valid first digit as defined in the FIRST_DIGIT table (refer to Chapter 5, “First-Digit Assignments” for more information). This number must not appear anywhere else in the 9751 CBX.

GROUP NO. This number is entered by the system and is primarily used for internal record-keeping purposes. The default is the next group number that has not been configured.

COS Enter the class of service (0 to 63) of this security group. This is an optional entry used by the COS_NUMBER database (refer to 6.4.2, “COS_NUMBER Screen” on page 6-10) for intercom blocking purposes only.

The default is 0.

FWD/BUSY These fields specify the condition and target for forwarding calls when all extensions in the security group are busy.

C Condition. Enter the type of calls to be forwarded to the pilot number under busy conditions:

I Internal

E External

B Both

N None

If you make an entry in this field, you must enter a number in the NUMBER field. If you do not make an entry in this field, you can skip the NUMBER field.

The default is N.

NUMBER If you did not make an entry in the C (condition) field, do *not* enter a number in this field. Enter the number to which calls will be forwarded under busy conditions. This number can be an extension or a system speed index (in the form # 6 x x x).

EXTN Enter the extension numbers of the group members in any order. You must have previously configured them in the 9751 CBX. A group can have a maximum of eight members. You can place an extension in more than one security group. You can assign extensions to different nodes.

10.6 Control Groups

A control group consists of a group of extensions that usually share certain job functions (or are in the same department) and are controlled by a common pilot number. Control of station features (CSFs) must be specified in the controlling extension's COS.

When a CSF access code is activated on the pilot number (to cut off service to all stations, to put all stations in DND mode, or for any other purpose), the control function applies to all members of that control group.

For example, this feature is used by hospitals that do not want patients' telephones ringing after a certain hour; in an office environment, all the telephones can be put into DND mode, or a secretary can forward all the telephones in the department when he or she is out to lunch.

Assign a pilot number to the control group. Forwarding the pilot number means forwarding all member extensions of that control group. A COS number cannot be assigned to a control-group pilot number for intercom blocking, since a control-group pilot number cannot be directly called.

The 9751 CBX can have a maximum of 50 control groups, with a maximum of 200 members per group. You can assign control-group members to different nodes.

You can place an extension in more than one control group.

Software Release 9005.6.80 and Above with CorNet-N: Control groups do not support remote extensions.

Note: Modifying an extension number using the RP or SLI commands has no effect on the control group. You must access the control group directly to delete an extension number from the group or use the DELETE EXTEN command to delete the extension from all control groups.

10.6.1 Command Line

The following commands function in the CONTROL_GROUPS screen:

COUNT CONTROL_GROUPS <pilot number extension or ALL>
CREATE
DELETE
LIST
MODIFY

In the command line, <pilot number extension> can be one of, a list of, or a range of pilot number extensions.

10.6.2 CONTROL_GROUPS Screen

Figure 10-7 shows a sample CONTROL_GROUPS screen in CREATE mode.

```
COMMAND:  CREATE CONTROL_GROUPS 4445

        PILOT#
        --------
CR      4445

        C O N T R O L   G R O U P   M E M B E R   E X T E N S I O N S

        EXTN    EXTN    EXTN    EXTN    EXTN    EXTN    EXTN    EXTN
        ------- ------- ------- ------- ------- ------- ------- -------
CR
```

Figure 10-7. Sample CONTROL_GROUPS Screen

10.6.2.1 CONTROL_GROUPS Screen Field Descriptions

The fields are described as follows:

PILOT # — If you entered ALL in the command line, enter the 1- to 7-digit extension number used to identify the control group. Otherwise, the number you entered in the command line is entered in this field.

This number must begin with a valid first digit as defined in the FIRST_DIGIT table (refer to Chapter 5, “First-Digit Assignments” for more information). This number must not appear anywhere else in the 9751 CBX.

There is no default.

EXTN — Enter up to 200 member extensions for the group and assign them in any order. These extension numbers can be associated with one or more control-group pilot numbers and can be a member of multiple control groups. You can assign extensions to different nodes.